



Republic of the Philippines
OFFICE OF THE PRESIDENT
COMMISSION ON HIGHER EDUCATION

CHED Memorandum Order
No. 22
Series of 2006

SUBJECT : POLICIES AND STANDARDS FOR BACHELOR OF
SCIENCE IN OFFICE ADMINISTRATION (BSOA)

In accordance with the pertinent provisions of Republic Act (RA) No. 7722, otherwise known as the "Higher Education Act of 1994," and for the purpose of rationalizing the field of office administration to keep pace with the demands of global market, the following set of policies and standards for Bachelor of Science in Office Administration is hereby adopted and promulgated by the Commission

ARTICLE I
INTRODUCTION

Section 1. The Administrative Office Professional is the center of communication in any organization, private or public. This set of Policies and Standards focuses on the development of competencies, skills, knowledge and work values that modern Administrative Office Professionals should possess in order to function effectively.

The Program combines courses in office administration, management and technology, to prepare the graduates to assume various positions in the local and global work place, including self-employment.

ARTICLE II
AUTHORITY TO OPERATE

Section 2. All private higher education institutions (PHEIs) intending to offer the Bachelor of Science in Office Administration must first secure proper authority from the Commission in accordance with existing rules and regulations. State universities and colleges (SUCs), and local colleges and universities should likewise strictly adhere to the provisions of this set of Policies and Standards.

**ARTICLE III
PROGRAM SPECIFICATION**

Section 3. Degree Program

The degree program herein shall be called Bachelor of Science in Office Administration (BSOA), which shall adhere to the standards and policies of Bachelor of Science in Office Administration (BSOA).

Section 4 Program Description and Objectives

A. Objectives

The program aims to prepare the graduates for a career in office administration specifically in various general and specialized administrative support, supervisory and managerial positions. It also aims to equip graduates with the competencies, skills, knowledge and work values necessary for self-employment.

B. Specific Professions, Career Occupations, and Trades

The opportunities for graduates of this program are:

Entry-level jobs

1. **Clerk/Encoder**-encodes letters and reports from draft or from dictation to professional format and does manual/electronic filing.
2. **Stenographer/Transcriber**-takes and transcribes proceedings of conventions, seminars, speeches, court depositions, investigation, etc. and encodes resolutions, summons, court decisions and other documents from draft or from dictation to professional format.
3. **Bookkeeper**-keeps the books of accounts of the business/organization and performs bookkeeping and other functions that may be assigned to him/her by the accountant.
4. **Call Center Agent** -attends to inquiries and/or complaints of customers by telephone, promotes the sale or use of a product or service, persuades customers to update or settle their account and provides technical/post sales support.
5. **Customer Relation/Reception Clerk**-receives and transfers, calls, receives and directs visitors, performs multiple office support tracks as assigned by multiple supervisors.
6. **Customer Service Representative**-communicates effectively and courteously with customers through a variety of means: in person, by telephone, through e-mail, regular mail, fax, etc; provides information in response to inquiries

about products or services; handles and resolves customers' complaints, assists customers in business dealings with the company, files and retrieves customers' correspondence and records and ensures high standards of customer service

Advanced Office Positions

1. **Office Supervisor/Manager**-coordinates various office support services, communicates effectively with people of diverse cultures from different levels in both oral and in written forms, supervises office administrative staff and performs basic accounting functions.
2. **Executive Assistant**-performs administrative duties for executive management such as: making travel and meeting arrangements, training and supervising support staff, preparing reports and financial data, etc., does research using various resources including internet, coordinates projects and works well with all levels of internal management and staff, as well as other stakeholders of the company.
3. **Administrative Assistant/Department Assistant/Coordinator**-performs administrative and office support activities for multiple supervisors such as: transferring calls, receiving and directing visitors, encoding, filing and faxing, performs jobs as multimedia researcher, coordinates video conferencing functions such as: preparing schedules sites, procuring equipment, and hosting conferences, and coordinates various office support services.

Specialized Administrative Office Professional

Performs the functions of an office manager, executive assistant or administrative assistant including:

1. **Legal**-prepares correspondence and legal papers such as summonses, complaints, motions, responses and subpoenas under the supervision of a lawyer, transcribes legal papers, legal documents and court proceedings.
2. **Medical** -transcribes dictation, prepares correspondence, and assists physicians with reports, speeches, articles, and conference proceedings, records simple medical histories, arranges for patients to be hospitalized, and orders supplies and transcribes from tape recorded messages medical history and medical records.

Entrepreneurial and self-employment opportunities

Graduates of the program may be engaged in the following entrepreneurial ventures as:

1. Free lance stenographer and encoder of various documents
2. Trainer of administrative support staff.
3. Owner of placement agency specializing in Office Administration.

Section 5. Allied Programs

Bachelor of Science in Office Administration is allied to the following: Computer Secretarial, Office Management, and Secretarial Administration.

ARTICLE IV COMPETENCY STANDARDS

Section 6. Graduates of the BSOA program should possess the following competencies:

- a. Use the computer productively.
- b. Encode at the rate of at least 30 words a minute with a maximum of one error per minute.
- c. Take dictation at the rate of at least 40-50 words a minute and transcribe with 98% accuracy.
- d. Assume responsibility without direct supervision.
- e. Think critically, correctly and logically.
- f. Make intelligent decisions within the scope of assigned authority.
- g. Speak, listen, and write effectively.
- h. File using manual or electronic filing system.
- i. Operate and use modern office technologies with proficiency
- j. Organize all tasks and manage time, information and other resources skillfully.
- k. Demonstrate acceptable human relations skills as they relate to people with diverse cultures.
- l. Equip themselves with skills to pursue lifelong learning and keep abreast with the development within their field.
- m. Work with maximum flexibility in a multi-tasking environment.

ARTICLE V CURRICULUM

Section 7. Curriculum Description

This is a competency-based curriculum containing a balanced program of General Education Courses, Business Core Courses, Office Administration Core Courses and Professional Courses for specialization and enrichment.

Section 8. Curriculum Outline

The curriculum provides flexibility to allow Higher Education Institutions (HEIs) and students to choose their area of specialization in response to the needs of the industry and other stakeholders.

A minimum of 132 academic units, excluding PE and NSTP is required for graduation for the degree in Bachelor of Science in Business Office Administration (BSOA), distributed as follows:

a. **General Education Courses B** Pursuant to CHED Memorandum No. 04 series 1997 GEC-B **51**

Humanities		21
Communication Arts-English	(6)	
Communication Arts-Filipino	(6)	
Humanities	(9)	
Logic		
Literature		
Philosophy		
Mathematics, Science & Technology		15
Mathematics	(6)	
Algebra		
Business Mathematics		
Natural Sciences	(6)	
Natural Science 1		
Natural Science 2		
Computer 1 (Introduction to computer with Word Processing and keyboarding)	(3)	
Social Science		12
Sociology	(3)	
Psychology	(3)	
Economics	(3)	
History	(3)	
Life & Works of Rizal		3

b. **Professional Core**

The Business core courses include the functional areas of business and management.

Business Core Courses		21
Basic Accounting	3	
Basic Finance	3	
Principles of Management	3	
Principles of Marketing	3	
Human Behavior in Organization	3	
Business Communication	3	
Computer 2 (Business Application Software)	3	

Office Administration Core Courses

The Office Administration Core Courses include the foundation subjects in Office Administration.

	Office Administration Courses (OA)		30
	Foundations of Shorthand	3	
	Personality Development	3	
	Basic Office Administration	3	
	Business Report Writing	3	
	Introduction to Internet	3	
	Word Processing with Documents Production	3	
	Advanced Keyboarding	3	
	Events Management	3	
	Advanced Shorthand	3	
	Principles of Public and Customer Relations	3	
c.	Elective Courses		24
	The following are courses for further specialization. HEIs may enrich curriculum by providing electives based on students' needs and in response to industry needs and other stakeholders.		
	Office Systems Administration	3	
	Specialized Shorthand	3	
	Specialized Office Procedures		
	• Medical (w/OJT)	3	
	• Legal	3	
	Entrepreneurship	3	
	Business Law and Taxation	3	
	Mathematics of Investment	3	
	Basic Research	3	
	Filipino Isteno	3	
	Professional Development (Advanced Personality Development)	3	
	Customer Relations	3	
	MIS Concept	3	
	Managerial Accounting	3	
d.	Practicum (400 hrs.)		6
	Practicum 1 (General) 200 hours	3	
	Practicum 2 (Specialized) 200 hours	3	
e.	Physical Education		(8)
	National Service Training Program		(6)
	Total Units of the Curriculum		132

Section 9. Sample Program

BACHELOR OF SCIENCE IN OFFICE ADMINISTRATION (BSOA)**First Year**

Semester 1	Lecture	Laboratory	Units
Communication Arts English 1	3		3
Communication Arts Filipino 1	3		3
Foundations of Shorthand	3		3
Computer 1 (Introduction to Computer w/ Word Processing Skills and Keyboarding)	3		3
Personality Development	3		3
Natural Science 1	3		3
PE 1	(2)		(2)
NSTP	(3)		(3)
Sub-total	18		18

Semester 2	Lecture	Laboratory	Units
Communication Arts English 2	3		3
Communication Arts Filipino 2	3		3
Mathematics 1-Business Math	3		3
Basic Office Administration	3		3
Social Science 1 –Sociology	3		3
Basic Accounting	3		3
PE 2	(2)		(2)
NSTP	(3)		(3)
Sub-total	18		18

Second Year

Semester 1	Lecture	Laboratory	Units
Mathematics 2-Algebra	3		3
Social Science 2-Psychology	3		3
Natural Science 2	3		3
Basic Management	3		3
Humanities 1-Logic	3		3
Business Report Writing	3		3
PE 3	(2)		(2)
Sub-total	18		18

Semester 2	Lecture	Laboratory	Units
Humanities 2-Literature	3		3
Social Science 3-Economics	3		3
Basic Finance	3		3

Basic Marketing	3		3
Introduction to Internet and Basic Web Design	3		3
Practicum 1-General Office	3		3
PE 4	(2)		(2)
Sub-total	18		18

PRACTICUM - General Office = 200 hrs.

Third Year

Semester 1	Lecture	Laboratory	Units
Humanities 3-Philosophy	3		3
Social Science 4-History	3		3
Advanced Keyboarding	1	2	3
Word Processing with Documents Production	1	2	3
Computer 2 (Business Application Software)	1	2	3
Elective 1	3		3
Sub-total	12	6	18

Semester 2	Lecture	Laboratory	Units
Human Behavior in Organization	3		3
Business Communication	3		3
Events Management	3		3
Advanced Shorthand	3		3
Elective 2	3		3
Elective 3	3		3
Sub-total	18		18

Fourth Year

Semester 7	Lecture	Laboratory	Units
Principles of Public and Customer Relations	3		3
Elective 4	3		3
Elective 5	3		3
Elective 6	3		3
Sub-total	12		12

Semester 8	Lecture	Laboratory	Units
Life & Works of Rizal	3		3
Elective 7	3		3
Elective 8	3		3
Practicum 2-Specialized	3		3
Sub-total	12		12

PRACTICUM - Specialized = 200 hrs.

ARTICLE VI
COURSE SPECIFICATIONS

Section 10. **BUSINESS CORE COURSES**

Basic Accounting

Course Description:

This course introduces the student to basic accounting concepts and how accounting records and techniques are utilized to sort, classify and present meaningful accounting information from a mass of data.

Course Objectives:

At the end of the semester, the students should be able to:

1. Apply basic accounting concepts, records and techniques.
2. Present meaningful accounting information and reports.

Credits	:	3 units
No. of Hrs.	:	54
Pre-requisite	:	Business Mathematics

Basic Finance

Course Description:

This course will cover the nature and function of the monetary system; monetary standards, value of money, credit system, credit instruments, the financial system, the Bangko Sentral ng Pilipinas, monetary policies, types of banks and money market operations.

Course Objectives:

At the end of the semester, the students should be able to:

1. Analyze the monetary systems, standards and values of money and monetary policies of the Bangko Sentral ng Pilipinas.
2. Differentiate the types of banks and money market operations.

Credits	:	3 units
No. of Hrs.	:	54
Pre-requisite	:	None

Principles of Management

Course Description:

This course introduces students to concepts, theories and practices of fundamental management. It also presents practical pointers in efficiency and work organization, particularly time management, prioritizing, decision-making and teamwork.

Course Objectives:

At the end of the semester, the students should be able to:

1. Apply concepts, theories and practices of fundamental management.
2. Practice work organization, time management and decision-making techniques.

Credits	:	3 units
No. of Hrs.	:	54
Pre-requisite	:	None

Principles of Marketing

Course Description:

This course is designed to familiarize the students with the principles and practices in marketing goods and services. It is divided into five parts, namely: marketing and the Filipino consumer, products, price and factors affecting price; place; and promotion and distribution of goods and services.

Course Objectives:

At the end of the semester, the students should be able to:

1. Apply the principles and practices in marketing goods and services of Filipino products and services.
2. Evaluate factors affecting price, place and promotion and distribution of goods and services.

Credits	:	3 units
No. of Hrs.	:	54
Pre-requisite	:	None

Human Behavior in Organization**Course Description:**

The course introduces the students to the factors affecting the behavior of individuals and groups in an organization. Various theories and models of organization, work group behavior, motivation in life and work, and human relations among others are discussed and related to organizational practices and phenomena.

Course Objectives:

At the end of the semester, the students should be able to:

1. Analyze the factors affecting the behavior of individuals and group organizations.
2. Apply various theories and models of organizations.

Credits	:	3 units
No. of Hrs.	:	54
Pre-requisite	:	Principles of Management

Business Communication**Course Description:**

The course covers the different types of communication used in business transaction including oral and written forms. Formal styles of communication and the use of technology in communication are covered in the course.

Course Objectives:

At the end of the semester, the students should be able to:

1. Demonstrate ability to communicate effectively both in oral and written forms.
2. Use technology and software in preparing business communication such as power point, page maker, desktop, flash, etc.

Credits	:	3 units
No. of Hrs.	:	54
Pre-requisite	:	Communication I & 2, Computer I, Business Report Writing

Computers II (Business Application Software)**Course Description:**

This course develops the students' competency in the use of EXCEL and MS Access. The students become familiar with worksheets, databases and their management.

Course Objectives:

At the end of the semester, the students should be able to:

1. create, build, manage worksheets;
2. generate reports, graphs, and macros;
3. create database and database objects such as tables, forms, queries, reports and macros;
4. manipulate and apply controls on databases

Credits	:	3 units
No. of Hrs. (Lecture)	:	18
No. of Hrs. (Laboratory):		36
Pre-requisite	:	Basic Accounting and Computer I

Section 11. OFFICE ADMINISTRATION CORE**Foundations of Shorthand****Course Description:**

The course presents an introduction to the basic principles of shorthand and provides application and development of these principles in reading and writing exercises; presentation and development of skills in English grammar, punctuation, and spelling as students transcribe in longhand dictated letters at 40 words a minute on practiced material in a 3-minute dictation with 10-15% errors.

Course Objectives:

At the end of the semester, the students should be able to:

1. Read and write shorthand strokes.
2. Exhibit skills in English grammar, punctuation, and spelling as they transcribe in longhand dictated letters at 40 words a minute on practices material in a 3-minute dictation with 10-15% errors.

Credits	:	3 units
No. of Hrs.	:	54
Pre-requisite	:	None

Personality Development

Course Description:

This course is designed to inculcate in the students the importance of a wholesome business personality that is necessary in today's workplace. It discusses the different aspects of personality with emphasis on maturity, social graces and acceptable manners, good human and public relations skills, grooming and appearance, mental and emotional development and values as they interact with people in the business environment.

Course Objectives:

At the end of the semester, the students should be able to:

1. Exhibit a wholesome business personality.
2. Manifest good human and public relations skills, grooming, mental, emotional development and values.

Credits	:	3 units
No. of Hrs.	:	54
Pre-requisite	:	None

Basic Office Administration

Course Description:

The course introduces the students as prospective office professionals to the basic office operations, techniques, and procedures required for entry-level jobs. It also covers personality traits, work habits, attitudes, values, communication skills, as well as business ethics that will prepare students to respond to the needs of the contemporary office.

Course Objectives:

At the end of the semester, the students should be able to:

1. Demonstrate skills in handling mail and business forms, proper use of telephone, planning and organizing meetings and conferences, basic communication skills and records management.
2. Exhibit proper work habits, proper attitudes, and behavior of an administrative support staff.
3. Demonstrate familiarity with basic office operational procedures.

Credits	:	3 units
No. of Hrs.	:	54
Pre-requisite	:	None

Business Report Writing**Course Descriptions**

Students are taught to prepare business letters, reports, memoranda, business proposals, minutes of meetings, economic briefs and executive summaries.

Course Objectives

At the end of the semester, the students should be able to:

1. Write business letters, reports, memoranda, minutes of meetings and other forms of communication in acceptable format.

Credits	:	3 units
No. of Hrs.	:	54
Pre-requisite	:	None

Introduction to Internet and Basic Web Design**Course Descriptions:**

This course introduces the students to the basic essentials of the Internet and the various Internet services such as e-mail. Furthermore, the course will enable the students to design non-web page sites using the full-featured web design without having to learn HTML. The course also discusses ethical issues and practices in the cybernet.

Course Objectives:

At the end of the semester, the students should be able to:

1. Use the internet and its various services
2. Design non-web page sites using the full-featured web design without having to learn HTML.
3. Exhibit ethical practices in the use of Internet.

Credits	:	3 units
No. of Hrs. (Lecture)	:	27
No. of Hrs. (Laboratory)	:	27
Pre-requisite	:	Computer I

Word Processing with Documents Production

Course Description:

The course involves the application of keyboarding principles and techniques in the production of different styles and forms of business documents. These include spreadsheet software in the preparation of financial and business reports. The course develops the students' ability to encode 35 words a minute with one error per minute on a 5 minute timed writing. The students should be able to acquire the basic keyboarding skills that are necessary in the preparation of letters, memoranda, reports, and other business communications.

Course Objectives:

At the end of the semester, the students should be able to:

1. Exhibit proficiency in encoding business letters, memoranda, tables and reports, manuscripts and financial reports.
2. Encode at a minimum speed of 35 words a minute with one error per minute in a 5-minute timed writing.

Credits : 3 units
 No. of hrs.(Lecture) : 18
 No. of hrs.(Laboratory): 36
 Pre-requisite : Computer 1 and 2

Advanced Keyboarding

Course Descriptions

This course involves the application of basic keyboarding principles and techniques in keying business documents, such as personal letters, business letters, memoranda, tables and reports that are commonly used in at present.

Course Objectives:

At the end of the semester, the students should be able to:

1. Exhibit proficiency keying business letters, memoranda, tables and reports, manuscripts and financial reports
2. Encode at a production rate a minute of 35 words with one error on a 5 minute production speed test
3. Encode at a 5 minimum speed of 40 words a minute with one error per minute

Credits : 3 units
 No. of Hrs. (Lecture) : 18
 No. of Hrs. (Laboratory) : 36
 Pre-requisite : Computer 1 and 2

Events Management**Course Descriptions:**

It covers the elements of the events such as: program and invitation, venue and accommodation, registration, streamers and backdrops, food, etc., that are necessary in putting up conventions, exhibitions, events and seminar-workshops. This course prepares the students in conceptualizing, planning, organizing and implementing projects and events. It emphasizes the value of teamwork in the execution of plans.

Course Objectives:

At the end of the semester, the students should be able to:

1. Assist in planning and managing an event, meeting, seminar, and exhibition.
2. Satisfactorily perform functions as active members of a committee of these events.

Credits : 3 units

No. of Hrs. : 54

Pre-requisite : Basic Business Core subjects (Management, Marketing, Accounting)

Principles of Public and Customer Relations**Course Description:**

The course deals with the fundamentals of public relations in business and other organizations. It familiarizes the students with the different techniques and tools in developing good relations with various types of publics in organization deals with. It covers the principles of public relations in the over-all marketing communications and corporate programs of a business firm.

Course Objectives:

At the end of the semester, the students should be able to:

1. Exhibit behavior and attitude that are consistent with the public relations needs of business and organization;
2. Demonstrate skills in the used of appropriate business or organization communication;
3. Prepare a public relation program.

Credits : 3 units

No. of Hrs. : 54

Pre-requisite : Basic Business Core subjects (Management, Marketing, Accounting)

Advanced Shorthand

Course Description:

The course is devoted to an extensive review of the principles of shorthand applied to different office documents. It develops speed and accuracy in dictation and transcription and builds students language arts skills with emphasis on spelling, punctuation, grammar, and vocabulary usage and can take dictation at the rate of 50 words a minute; can transcribe a 3-minute dictation with 10% error.

Course Objectives:

At the end of the semester, the students must be able to:

1. Acquire a mastery of shorthand theories of words and vocabularies that are used in different documents.
2. Possess adequate skills in spelling, punctuation, grammar, and vocabulary usage.
3. Take dictation at the rate of 50 words per minute.
4. Transcribe a three-minute dictation with 100% accuracy.

Credits	:	3 units
No. of Hrs.	:	54
Pre-requisite	:	Foundations of Shorthand

Section 12. PROFESSIONAL CORE

Office Systems Administration

Course Description:

The course presents administrative responsibilities involved in managing an office systems environment. It stresses duties and responsibilities in executive level administrative work. Emphasis is given on total self-development for effective interaction with professional colleagues and other publics.

Course Objectives:

At the end of the semester, the students must be able to:

1. Identify and handle administrative responsibilities involved in managing an office environment in role-playing simulations.
 - 1.1 coordinate with other offices
 - 1.2 supervise office administration staff
 - 1.3 prepare reports and financial data
 - 1.4 prepare, supervise and coordinate projects and events
 - 1.5 conduct research using various resources
 - 1.6 use of more advanced office technology such as video conferencing, etc.

2. Demonstrate effective interaction with office professionals and other publics.

Credits	:	3 units
No. of Hrs.	:	54
Pre-requisite	:	Basic Office Procedure and Personality Development

Specialized Shorthand

Course Description:

The course covers shorthand specialization in the legal and medical fields.

Course Objectives:

At the end of the semester, the students should be able to:

1. Acquire skills in encoding, taking down dictation, and transcribing legal papers or documents/materials containing medical terms in proper format.
2. Possess mastery of medical/legal vocabulary and terminology.

Credits	:	3 units
No. of Hrs.	:	54
Pre-requisite	:	Intermediate Shorthand

Entrepreneurship

Course Descriptions:

The course presents the mechanics in the preparation of feasibility studies for business enterprise. Topics on identifying opportunities and markets for business ventures are integral parts of the course.

Course Objectives:

At the end of the semester, the students should be able to:

1. Prepare a simple feasibility study on a product or service.
2. defend this product or service feasibility study in class.

Credits	:	3 units
No. of Hrs.	:	54
Pre-requisite	:	Basic Business Core subjects

Business Law and Taxation**Course Description:**

This course covers basic principles of law in relation to contracts and obligations. It also provides the students with knowledge on income taxation, the nature, scope, limitations and other basic principles of taxation.

Course Objectives:

At the end of the semester, the students should be able to:

1. Apply the principles of law and taxation to office situations; and
2. Prepare an income tax return

Credits	:	3 units
No. of Hrs.	:	54
Pre-requisite	:	Management, Business Math

Mathematics of Investment**Course Description:**

This course involves determining the value of money using simple and compound interest and discounting. The course covers variations of annuities, amortization and sinking funds. The capital budgeting and depreciation, insurance and stocks are some of the financing transactions covered, which find applications in business, and accounting.

Course Objectives:

At the end of the semester, the students should be able to:

1. Apply time value and money in day to day transaction;
2. Compute annuities, amortization, installment payments; and
3. Apply capital budgeting techniques in decision making especially in new business ventures.

Credits	:	3 units
No. of Hrs.	:	54 hrs.
Pre-requisite	:	Business Mathematics

Basic Research**Course Description:**

The course presents the basic research methodologies appropriate to research in office administration. These will include processes and techniques associated with selecting and

refining of research problem, the means of identifying the current state of research in the field of study, data identification and collection, information analysis and synthesis solution to the problem and recommendations. The selection of appropriate means of disseminating research findings is an integral part of the course.

Course Objectives:

At the end of the semester, the students should be able to:

1. Apply basic research methodologies to their action research; and
2. Defend this action research to a panel in class.

Credits	:	3 units
No. of Hrs.	:	54 hrs.
Pre-requisite	:	Communication 1 & 2, Business Report Writing

Filipino Istenong

Deskripsiyon ng Kurso:

Ang asignaturang ito ay isang paglalahad at pagpapakilala sa mga panimulang alituntunin ng istenong Pilipino batay sa Gregg Shorthand S90 upang magamit nang husto ang pagbasa at pagsulat ng mga alituntuning ito; paglalahad at paglilinang ng mga istenong kakayahang tulad ng mga pagbabaybay, pagbabantas, pagpapayaman ng mga talasalitaan; paglalahad ng wastong paggamit ng mga alituntunin ng balarila; mapagtanto ng mga kahalagahan ng istenong Pilipino sa kasalukuyang panahon.

Layunin ng Kurso:

Pagkatapos ng kurso, ang mga mag-aaral ay dapat magkaroon ng mga kakayahang:

1. gumamit ng mga panimulang alituntunin ng istenong Pilipino sa pagbasa at pagsulat ng isteno na may wastong baybay, bantas at talasalitaan.
2. gumamit ng alituntunin ng balarila sa pagkuha ng diktesyon sa bilis na 40 salita sa isang minuto na may 90% na pagkawasto.

Credits	:	3 units
No. of Hrs.	:	54
Pre-requisite	:	Transcription and Speed building with Laboratory

Professional Development (Advanced Personality Development)

Course Description:

This deals with a wholistic approach to personality development. It aims to develop self-confidence by enhancing self-esteem by providing students with techniques to achieve personal success by self-motivation, assertiveness and projecting professionalism. It prepares students to deal with people at different levels by adjusting to situation and circumstances in a corporate environment. It emphasizes business etiquette and the Code of Ethics for Professionals.

Course Objectives:

At the end of the semester, the students should be able to:

1. acquire techniques for enhancing techniques through self-motivation, assertiveness and projecting professionalism;
2. apply business etiquette to various office situations;
3. demonstrate appreciation/internalization of the Code of Ethics; and
4. demonstrate behavior and attitudes as Office Professionals.

Credits : 3 units
No. of Hrs. : 54
Pre-requisite :

Customer Relations**Course Description:**

The course prepares the students to deal with the people of all classes and to adjust to situations and circumstances in the corporate environment as they exhibit business etiquette and good customer relations.

Course Objectives:

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

1. Deal with people of all classes and to adjust to situations and circumstances in the corporate environment.
2. Exhibit business etiquette and exceptional customer service relations.
3. Develop customer service orientation or attitude.

Credits : 3 units
No. of Hrs. : 54
Pre-requisite : English Communication Arts and Personality Development

MIS Concept**Course Description:**

MIS Concept endeavors to introduce to the students, the needed modules and subsystems necessary to build and deliver a well performing Management Information Systems. The course aims to prepare the student to take an active role in analyzing the information needs of the organization under various settings. A variety of information technologies such as database management system, communication and networking technologies, program languages are discussed.

Course Objectives:

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

1. exhibit an understanding of the framework of a management information system;
2. show the relationship of the various technologies in the development of the MIS;

Credits	:	3 units
No. of Hrs.	:	54
Pre-requisite	:	Basic Office Administration
Co-requisites	:	General Accounting

PRACTICUM**Office Practicum 1****Course Description:**

This is a training course applying new and previously developed office skills, abilities and values in actual training.

At the end of the training program, the students must exhibit enhanced office skills, abilities, and values, and acquire effective problem solving and decision-making abilities.

Course Objectives:

At the end of the training program, the students should be able to:

1. Exhibit enhanced office skills, abilities and values
2. Acquire effective problem-solving and decision-making abilities
3. Complete 200 hours training in an office

Credits: 2 units

Prerequisites: Computer 1, Introduction to Word Processing Skills
Basic Office Procedures, Advanced keyboarding
Personality Development
Basic Shorthand, Word Processing with Document Production
Computer 2, Business Application Software

No. of Hrs.: 200 hrs.

Office Practicum 2

Specialized Office Procedures-Medical (with OJT)

Course Description:

Part I

The course equips the student with knowledge of basic medical procedures in the admission, treatment, care, discharge of patients, handling and disposition of medical records. Students are familiarized with vocabulary of medical terms, equipment and materials.

Course Objectives:

At the end of the first of the course, the students should be able to:

1. Exhibit familiarity with basic medical procedures in the admission, treatment, care, discharge of patients, handling and disposition of medical records.
2. Acquire adequate vocabulary of medical terms, equipment, and materials.

Part II (On-the-Job-Training Program)

Course Description:

The course provides the students an opportunity to apply specialized procedures in actual work environment (ex. Clinic/Medical Office/Hospital)

Course Objectives:

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

1. Apply medical procedures learned in Specialized Medical Procedures in an actual work environment.
2. Complete 100 hours training in a clinic, medical office, hospital

Credits : 3 units
No. of Hrs. : 54
Pre-requisite : Specialized Shorthand

Specialized Office Procedures – Legal

Part I**Course Description:**

The course equips students with a working knowledge of the procedures in a legal office or court in handling telephone calls, attending to office visitors and clients, hearing and investigation. It develops the students' ability in preparing legal documents, wills, complaints and summonses, real estate and corporate documents. It also trains the students to use legal filing procedures that are currently used in law offices/courts.

Course Objectives:

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

1. Apply proper legal/court procedures in simulated situations in the classroom.
2. Prepare legal documents, wills, complaints, and summonses, real estate and corporate documents in acceptable format and style.
3. Use legal filing procedures with 100% accuracy in classroom exercises.

Part II On-the-Job Training Program**Course Description:**

The course provides knowledge of procedures followed in court and legal offices. Students are required to complete 100 hours on-the-job-training in court or legal offices.

Course Objectives:

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

1. Acquire knowledge of procedures followed in the court and legal offices.
2. Complete 100 hours of on-the-job-training

Credits : 3 units
No. of Hrs. : 54
Pre-requisite : Specialized Shorthand

**ARTICLE VII
OTHER REQUIREMENTS**

Section 13. **Program Administration.** The minimum qualifications of the head of the unit that implements the degree program are the following:

- A. The Dean or Department Chair of the program should possess the following minimum qualifications:
- At least a master's degree in business, management or business related field and with an undergraduate degree in Office Administration.
 - At least five (5) years teaching experience at the tertiary level.
 - At least five (5) years experience in administrative or supervisory capacity in an educational institution or a business enterprise.
- B. The general functions and responsibilities of the Dean or Department Chair. The Department Chair in the HEI where the Dean has supervision over other business and management education and the department chair supervises the BSOA program are:
- To exercise academic leadership;
 - To adopt curricular programs attuned to current trends and developments in education and to practices of the profession;
 - To maintain linkages with relevant industry and academic entities or organizations;
 - To promote research and scholarly pursuits.
- C. The dean/department chair must be a full time administrator.
- D. The teaching load of the Dean/Department Chair should not exceed twelve (12) units per term/semester.

Section 14. Schools are encouraged to enter into consortium arrangement, share facilities and resources with other schools in the locality /region giving rise to network of schools working together.

Section 15. There should be an adequate number of support and service personnel to assist the administration and faculty in the performance of their duties and functions.

Section 16. Faculty

The faculty members should possess the educational qualifications:

- 16.1 At least three (3) years professional experience.
- 16.2 At least twenty five percent (25%) of business and professional courses should be taught by faculty members with appropriate master's degrees.
- 16.3 At least thirty five percent (35%) of general education courses in the program should be taught by faculty members with appropriate master's degrees.

- 16.1 Faculty members handling office administration courses must be graduates of business programs.

Section 17. The school should have an effective system of recruiting and selecting qualified faculty members.

Section 18. The HEIs should have a formal faculty/staff development program that will provide opportunities for faculty members to keep up with developments and techniques in their field, improve their teaching skills and course materials, continue their professional growth, and contribute to research and other scholarly pursuits.

Section 19. The teaching load of faculty members should be as follows:

- 19.1 Faculty members should be assigned to teach only courses in their field of specialization.
- 19.2 The maximum load of faculty members should not exceed 27 units per one term/semester covering all teaching assignments in all other schools the faculty is connected with.
- 19.3 Faculty members teaching in more than one school must secure permit from his primary employer.
- 19.4 Whenever possible, faculty members should not be assigned to teach more than four (4) different preparations in any one term/semester.

Section 20. Faculty/Staff Development

The HEI must have a system of faculty and staff development. It should encourage the faculty to:

- 20.1 Pursue graduate studies
- 20.2 Attend seminars, symposia and conferences for continuing education
- 20.3 Undertake research activities and publish their research output
- 20.4 Give lectures and present papers in national, international, conferences, symposia and seminars.

Section 21. Library

HEIs offering Office Administration should have library resources that are relevant and adequate in terms of quality and quantity; helpful in serving the needs of scholarship and research; and progressively developing and growing in accordance with the institutional development plans.

21.1 Policy

Libraries service the instructional and research needs of the staff and students making it one of the most important service units within an HEI. It is for this reason that the libraries should be given special attention by HEI administrators by maintaining it with a wide and up-to-date collection, qualified staff, and communication and connectivity portals.

21.2 Library Staff

The Head Librarian should: 1) have at least an appropriate professional training; 2) be a registered librarian; and 3) have an appropriate Master's degree.

The library should be: 1) staff with one full-time professional librarian for every 500 students; 2) a ratio of 1 librarian to 2 staff/clerks should be observed.

21.3 Library Holdings

Library holdings should conform to existing requirements for libraries. For BSOA program, the libraries must provide 5 books titles for professional course found in the curriculum.

The HEI is likewise encouraged to maintain professional and research journals to aid the faculty and students in their academic work. CD-ROMS could complement a library's book collection but should otherwise not be considered as replacement of the same.

21.4 Internet Access

Internet Access is encouraged but should not be made a substitute for book holdings.

21.5 Space Requirements

At least 126 square meters or approximately 2 classrooms shall be required for the library. It should include space for collections, shelving areas, stockroom, office space for staff and reading areas.

The library must be able to accommodate 15% of the total enrollment at any one time.

21.6 Networking

Libraries shall participate in inter-institutional activities and cooperative programs whereby resource sharing is encouraged.

21.7 Accessibility

The library should be readily accessible to all.

Section 22. Facilities and Equipment**22.1 Laboratory requirements**

Laboratories should conform to existing requirements as specified by law (RA 6541, "The National Building Code of the Philippines" and Presidential Decree 856, "Code of Sanitation of the Philippines").

22.2 Classroom requirements

Class Size.

- 1) For lecture classes, ideal size is 35 students per class, maximum is 50.
- 2) Special lectures with class size of more than 50 may be allowed as long as the attendant facilities are provided.

22.3 Educational Technology Centers

The institution should provide facilities to allow preparation, presentation and viewing of audio-visual materials to support instruction.

Section 23. Admission and Retention

The basic requirement for eligibility for admission of a student to any tertiary level degree program shall be graduation from the secondary level recognized by the Department of Education. Higher Education Institutions must specify admission, retention, and residency requirements. They should ensure that all students are aware of these policies.

**Article VIII
REPEALING CLAUSE**


Section 24. All pertinent rules and regulations or parts thereof that are inconsistent with the provisions of this policy are hereby repealed or modified accordingly.

Section 25. These policies and standards for Bachelor of Science in Office Administration shall be effective first semester of school year 2007-2008.

Section 26. HEIs with existing program offerings in the Bachelor of Science in Office Administration degree shall be given a 3 year-grace period to comply with these policies and standards.

SO ORDERED.

Pasig City, Philippines May 9, 2006

FOR THE COMMISSION

CARLITO S. PUNO, DPA
Chairman