

Lesson Plan: Administration Duties

Duration: 45min x 2

Target group/ number of participants in the group

A1 level, adult learners, 4-10 participants

Facility/ Equipment

- Digital Devices
- Telephones
- PowerPoint
- Pens
- Paper

Tools/ Materials

- Handouts of duties, roles, systems (administration vocabulary)
- Quiz Questions
- Role Play Scenarios
- "This and That" Slideshow

Lesson's objectives

By the end of the lesson, learners will:

- Understand basic admin roles.
- Be able to answer calls and emails, take notes and direct to the correct person.
- Demonstrate office etiquette

Digital tools involved/ reference to digital solutions

- Email systems
- Research systems

SPECIFIC OBJECTIVES	METHODS OF WORK	MATERIALS	TIME
Glossary	<p>Prepare a list of essential vocabulary:</p> <ul style="list-style-type: none"> · Administration – minute taking, · Duties · Digital language – Excel, word, TEAMS etc <p>Teacher will go through each and words will be used throughout sessions</p>	Description and example hand outs	15 min
Lead-in	<p>Explain module and outcomes, Ask if anyone has experience, who used different systems and equipment using PPT as an examples.</p>	PPT showing office systems available and usage.	15 min
Warm-up	<p>Quiz –Administration roles in an office.</p> <p>Teacher can choose to use a handout, verbal, individual or group.</p> <p>1. What is the primary role of an administrator in an organization?</p> <p>The primary role of an administrator is to ensure that all company departments operate efficiently. They serve as a liaison between upper management and employees, motivating the workforce and helping them understand the organization's aims and goals.</p> <p>2. Why is administration important for any organization?</p> <p>Administration is crucial for any organization to run its business effectively. It serves as the foundation for task execution, helps lower operational costs, improves profitability, and ensures that activities are completed correctly.</p>	Prepared questions	15 min

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	<p>3. What are some common duties of an office administrator?</p> <p>Common duties of an office administrator include managing an office or reception area, being the main point of contact for personnel and external parties, greeting clients, managing correspondence, bookkeeping, scheduling meetings, and overseeing office inventory</p> <p>4. How do administrators support team members?</p> <p>Administrators support team members by providing resources, assisting with administrative tasks, resolving issues, and facilitating communication. They act as a bridge between management and staff to enhance productivity</p> <p>5. What is the role of an administrative assistant?</p> <p>An administrative assistant provides support to executives or managers by handling tasks such as managing schedules, organizing meetings, preparing documents, responding to communications, and coordinating various administrative functions within the organisation.</p> <p>Peer marking can be completed on completion.</p>		
Listening practice	<p>Observe a short video covering the key responsibilities of administration.</p> <p>Learners to write down where possible.</p> <p>Teacher to discuss after.</p> <p>Selection on you tube</p>	Pen Paper	10 min

SPECIFIC OBJECTIVES	METHODS OF WORK	MATERIALS	TIME
Speaking practice	<p>T to demonstrate how to answer phones politely and professionally and deal with various situations.</p> <p>Ss to apply knowledge in a role play the different scenarios and feedback</p> <p>Scenarios to include Answering Transferring Taking notes Goodbyes General information – open times</p> <p>Teacher and Learners offer peer feedback on completion.</p>	Role Play Scenarios	20 min
Writing practice	<p>Learners to follow up speaking practice to write phone messages down covering all vital points both hard and electronically.</p> <p>Covering Who message is for Date and time message came in The message Follow up – return call, email</p> <p>Teacher to observe and guide to cover all points</p>	Pen Paper Electronic devices	10 min

SPECIFIC OBJECTIVES	METHODS OF WORK	MATERIALS	TIME
Wrap-up	This or That game. Teacher to show pictures of preferred etiquette, including make up, clothes, music, messy desk etc. and learners to guess correct choice.	PowerPoint	10 min
	T to recap full module, if time, Ss use what they have learnt and add to Glossary to increase their knowledge.	PowerPoint	

HANDOUT 1 Lesson Plan: Administration Duties

Vocabulary

Administration is the process of managing and organising office tasks, resources, and communication to ensure efficient business operations.

Office Equipment – Devices such as printers, scanners, telephones, and computers used in an office.

Email Etiquette – Guidelines for professional and polite email communication.

Phone Protocol – Best practices for answering and making phone calls in a business setting.

Note-taking is the process of recording key information concisely for future reference and organization.

Duties are tasks and responsibilities assigned to a person as part of their job or role.

Digital systems are technology-based tools and platforms used to process, store, and manage information efficiently.



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