



higher education  
& training

Department:  
Higher Education and Training  
REPUBLIC OF SOUTH AFRICA



Tshwane South  
TVET College

*"achieve the future"*

**SUBJECT: OFFICE PRACTICE**

**LEVEL: N4**

**MODULE/CHAPTER NO 6: GATHERING, PROCESSING AND  
PROVIDING INFORMATION**

# TOPIC

After completing this topic, you will be able to:

- Briefly state what information can be obtained from the different sources identified, for what purpose it can be used and where the information can be accessed.
- List the guidelines for setting up and updating a business information dossier to be used by the management assistant.
- Compile a proper business information dossier to be used by the management assistant.
- Compile a report stipulating possible sources where information could be found.
- Use the methods to process information.
- Identify the possible ways of utilising the information.

# TOPIC

1. Sources of information
  - 1.1 Basic reference books
  - 1.2 Official publications and sources of information
  - 1.3 Government departments
  - 1.4 Libraries and electronic databases
  - 1.5 Dictionaries
  - 1.6 Books about people
  - 1.7 Magazines/trade and industry magazines and manuals
  - 1.8 Internet
  - 1.9 The yellow pages
  - 1.10 Telephone directories
  - 1.11 Postal codes
  - 1.12 Post Office Guides
  - 1.13 Information centres
  - 1.14 Travel guides and street maps
  - 1.15 Transport timetables
  - 1.16 Car hire brochures
  - 1.17 Manuals



# TOPIC

- 1.18 Staff list and organisational diagram
- 1.19 List of agencies and consultants
- 1.20 List of forms of address
- 1.21 Conference facilities
- 1.22 Recommended Restaurants
- 1.23 Networking

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