NATIONAL COUNCIL FOR HIGHER EDUCATION

MINIMUM STANDARDS FOR COURSES OF STUDY IN BACHELOR OF ADMINISTRATIVE AND SECRETARIAL STUDIES

Undergraduate Programmes

FEBRUARY 2008

1.0   NOMENCLATURE

Bachelor of Administrative and Secretarial Studies (3 years)

2.0   PROGRAMME STRUCTURE

COURSE DESCRIPTION	L	P	CH	CU
Year I Semester I				
Keyboard skills I	30	60	60	4
Fundamentals of Accounting I	30	60	60	4
Principles of Pitman Shorthand I	45	30	60	4
Principles of Management	45	30	60	4
Economic Theory	45	30	60	4
Semester Load = 20 CU				
Year I Semester II				
Keyboard skills II	30	60	60	4
Principles of Pitman Shorthand II	30	60	60	4
Communication Skills I	30	60	60	4
Information Technology I	30	60	60	4
Electives				
Business French	45	30	60	4
Business Kiswahili	45	30	60	4
Semester Load = 20 CU				
Year II Semester I				
Word Processing & Spreadsheets	30	60	60	4
Intermediate Shorthand	30	90	75	5
Public Administration	45	30	60	4
Organizational Behaviour	30	45	60	3
Secretarial Duties and Ethics	45	30	60	4
Semester Load = 20 CU				
Year II Semester II				
Office Records Management	30	30	45	3
Office Organization and Management	30	30	45	3
Basic Skills in Entrepreneurship	30	30	45	3

Human Resource Management I	45	30	60	4
Research Methods	30	30	45	3
Communications Skills II	30	60	60	4
Semester Load = 20 CU				
Year III Semester I				
Administrative Law	30	60	60	4
Social Administration	45	30	60	4
Entrepreneurial Practice	30	60	60	4
Advanced Human Resource Management	45	30	60	4
Project Planning & Management	30	60	60	4
Semester Load = 20 CU				
Year III Semester II				
Desk Top Publishing	30	60	60	4
Public Relations and Customer Care	30	60	60	4
E-Business	15	90	60	4
Database Management	15	30	30	3
Strategic Management	30	60	60	4
Advanced Pitman Shorthand	45	30	60	4
Semester Load = 20 CU				
Research Report	0	150	75	5
Industrial Training	0	90	45	3

Graduation programme load:

To be eligible for the award of the **Degree of Bachelor of Administrative and Secretarial Studies**, a student must obtain 128 credit units as follows:

Year I	40 Credit Units
Year II	40 Credit Units
Year III	48 Credit Units
Total	128 Credit Units

SEMESTER I YEAR I

Course Name: **KEYBOARD SKILLS I**
Course Level: Level I
Course Credit: 4 CU

Brief course description

The course introduces professional layout and typing of basic documents. It enables learners to appreciate other available keyboards used for document production. Proper learner posture is also emphasized.

Course Objectives

The objectives of the course are to:

- introduce a typewriter keyboard and enhance its mastery.

- emphasize proper posture.

- introduce professional display of basic business documents.

- equip learners with a foundation for further studies in document production and processing.

Detailed Course Description

Introduction (2 hours)

- Future prospects of Keyboarding;

- Types of Keyboards used in document production - Manual typewriters, electric typewriters, electronic typewriters and computers**.**

Keyboarding (8 hours)

- Parts of a typewriter

- Keyboard mastery

Production work

Paragraphs: (3 hours)

- Fully blocked,

- indented and Hanging;

Headings: (3 hours)

- paragraph headings,

- side/margin headings,
- sub-heading and shoulder headings.

Correspondence: **(9 hours)**

- letters, memos (in both typescript and manuscript) and envelopes;
- simple manuscript; Paper sizes;
- Carbon copying.

Simple display: advertisements, notices, and menus, cards   **(6 hours).**

Simple tabulation: short tables   **(6 hours)**

Meetings: **(8 hours)**

- Meeting documents
- Notice of meeting,
- combined notice of meeting and agenda,
- stand alone agenda, Minutes**.**

Further production basic tasks: **(15 hours)**

- Ellipsis,
- superscripts and sub scripts,
- Combination characters,
- Itinerary,
- single page programmes;
- enumeration: Roman, Arabic, letters.

Method of delivery:

Lectures and practicals

Assessment mode:

Continuous assessment comprising Class exercises and tests out of 40%

Examination at the end of the course – out of 60%

Course name: FUNDAMENTALS OF ACCOUNTING
Course Level: Level I
Course Credit: 4 CU

Course description

The course gives an introduction to accounting for both profit-making and non- profit making organisations.

Course Objectives

The course objectives are to:

- describe basic accounting terminologies, accounting concepts, types of accounting and users of accounting information.

- describe the book-keeping system, accounting equation and the double entry system – books of original entry, ledgers, trial balance, errors and correction of errors, cash book, petty cashbook and the bank reconciliation statement.

- distinguish between revenue and capital expenditure.

- prepare financial statements for sole traders and accounts for non-profit making organisations – end of year adjustments including depreciation, pre-payments and accruals; treatment of acquisition and disposal of non-current assets.

Detailed Course Description

Introduction to Accounting   (10 hours)

- Definition of Accounting;

- Types of Accounting; Uses of Accounting Information;

- Users of Accounting Information; Accounting Terminologies;

- Accounting Equations;

- The Basic Accounting Concepts and Conventions

Accounting Procedures and Techniques: (25 hours)

- Double Entry System;

- The Journals;

- The Ledger and their roles in recording and summarizing accounting data;

- Trial Balance;

- Correction of Errors and Suspense Account;

- Cash Books (Single, Double, Three and Petty Cash Book on Imprest System);

- Bank Reconciliation Statement.

Preparation of Financial Statements   (25 hours)

- Preparation of Financial Statements for Sole Traders;

- Year-end adjustments (Provisions, Reserves and Depreciation,

- Prepayments and outstanding expenses);

- Treatment of Asset Disposal;

- Distinction between Revenue Receipts and Expenditure and Capital Receipts and Expenditure;

- Accounts for Non-profit Making Organisations (Receipts and Payments Accounts,

- Income and Expenditure Accounts and Balance Sheet)

Teaching methods
Lectures, group discussions, case studies, experimental exercises, and debates

Course texts
Assessment:
40% Course work and test
60% end of semester formal assessment

Course Name: **PRINCIPLES OF SHORTHAND I**
Course Level: Level 1
Course Credit: 4 CU

Brief course description
The course introduces the art of writing and transcribing shorthand up to the speed of 40 words per minute (wpm).

Course Objectives

The objectives of the course are to:
Introduce the art of representing spoken sounds by symbols up to 40 w.p.m.
and transcribing written texts at a comfortable speed.

Detailed Course Description **(16 hours)**

Introduction of Pitman New Era Shorthand theory:

Consonants and vowels of Pitman shorthand alphabet,

 joining of consonants and phrasing

 Two forms for r; Diphthongs; triphones and two forms of H; **(12 hours)**

S Circle; St and Str loops; Ses and Sw circle; **(14 hours)**

Vowel indication; Halving; downward l; Abbreviated W, Double consonants,

N, F and V hooks **(18 hours)**

Mode of instruction: Lectures, illustrations, dictation, transcription, unison and individual reading from printed texts, dry penning, overwriting and dictation bursts.

Assessment mode: Tests   40%
                     Examinations   60%

Course name: PRINCIPLES OF MANAGEMENT
Course Level: Level I
Course credit: 4 CU

Brief course description

The course introduces the study of management, the evolution of management thought, management functions and corporate social responsibility.

Course objectives
By the end of the course participants should be able to:
- Define concepts, theories and principles of management and how to apply them in practical situations.
- Discuss the various approaches to management and how managers can effectively manage the turbulent business environment to achieve the desired results.
- Make plans and decisions in response to the conflicting and flexible demands of the organisational environment.
- Demonstrate the ability to organise and control operations in the business world and know their social responsibility as managers.
- Integrate the management theory with practical case issues in areas of change and international management.

Detailed Course Description

Introduction to management theory and practice   **(8 hours)**

- What is management
- Why study management
- The role of management
- Types and skills of managers

The evolution of the management theory and practice   **(10 hours)**
- Early contributions to management
- Scientific management
- Administrative management
- Operational management theory
- Behavioural scientists
- Criticisms of classicists
- Modern management thought
:
Managers and the business environment   **(6 hours)**
- Internal & external environment
- How environments affect organisations
- Adopting to the environment
- Managerial ethics and social responsibility

The planning function (8 hours)
- Nature, importance, steps
- Process
- Enterprise purpose and objectives

Organising (6 hours)
- Formal and Informal organisation
- Process
- Departmentalisation
- Criticisms
- Effective organising

Motivating (6 hours)
Leading (6 hours)
Staffing (6 hours)

Controlling (4 hours)
- Nature and purpose
- Techniques and standards

Instructional method

Lectures, case studies, group discussions, debate, experimental exercises and role-plays.

Mode of assessment

Requirements	Contribution
Course work	15%
Test	25%
Examination	60%

Course name: ECONOMIC THEORY
Course Level: Level I
Course Credit: 4CU

Brief course description

The course aims at equipping learners with a broad and systematic overview of both the theory and practice of major issues in economics.

Course objectives

On completion of the course, learners will be able to:

- Summarize the key principles on which a modified free enterprise system is based.
- Explain how supply and demand interact to set prices.
- Discuss the consumer's role in a market economy.
- Identify the factors of production and relate them to the three basic questions that all economies must answer.
- Take an economic approach to business and national issues such as unemployment, Inflation.
- Discuss the theoretical and institutional contexts of the global economy.

Detailed Course Description

Micro-Economics   **(15 hours)**

- scope and methods of economics analysis,

- market exchange and consumer demand analysis,

- general supply function and price determination,

- basic theory of production,

- cost and revenues,

- market structure,

- tools of micro-economic policy.

    Macro-Economics: **(25 hours)**

- national income and measurement,

- macro-economic analysis,

- simple model of aggregate demand,

- Keynesian model,
    - budget and public policy,
    - open economy with full external sector,
    - concept of multiples, consumption and investment functions,
    - Keynesian employment model as alternative model to classical economists,
    - applicability of the models to developing economies**.**

Macro-economic policy   **(20 hours)**

- inflation,
- employment and external equilibrium,

- monetary and fiscal policies;
- economic growth and development models,
- Harrod-Domar growth equation,
- growth in LDCs,
- development planning.

Instructional methods:

Lectures, discussions, debate, experimental exercises.

Mode of assessment:

Requirements	Contribution
Course work	15%
Test	25%
Examination	60%

SEMESTER II YEAR I

Course name: KEYBOARD SKILLS II
Course Level: Level 1
Course Credit: 4 CU

Course description:

The course covers both intermediate and advanced tasks, typewriting production tasks which will include: correspondence, tabulation, display literary matter, contracts and Programmes.

Course Objectives:

The course is intended to:

Enhance learners' proficiency in typewriting.

Detailed Course Description:

Intermediate document production   **(15 hours)**

-   Business letters with special remarks: urgent, personal, confidential, subject heading, attention line, enclosures, post scripts,

-   circular letters,

-   carbon copying - blind copies,

-   erasing techniques.

Tabulation   **(10 hours)**

Tabulated texts with and without open tables, Complex tabulation exercises

Display   **(10 hours)**

-   Designing and filling forms:

-   invoices,

-   statements,

-   bills,

-   orders,

-   receipts,

-   balance sheets;

Advanced tasks   **(10 hours)**

-   Business letters and memos with continuation sheets,

-   tabulation with insert texts;

-   Double Page Programmes,

Further Advanced Document Production   **(5 hours)**

Curriculum vitae,

Reports,

Drafts,

Literacy work: **(10 hours)**

-   Poetry Plays; Texts with insert diagrams,
-   Legal work: Agreements,
-   Wills and testaments;
-   Contracts.

Speed building up to 50 wpm with 2% error tolerance.

Method of delivery:

Lectures and practicals

Assessment mode:

Continuous assessment comprising Class exercises and tests out of 40%

Examination at the end of the course - out of 60%

Course name: **PRINCIPLES OF PITMAN SHORTHAND II**
Course Level: Level I
Course Credit: 4 CU

Brief course description:

The course continues with the introduction of Pitman Shorthand theory up to

Intersections. It also enhances learner's shorthand speeds up to 60/70 w.p.m.

Course objectives:

By the end of the course learners will be able to:

Take shorthand dictation at speeds of 60/70 w.p.m. and transcribe written notes at a speed
of at least 30 w.p.m.

Detailed course description:

Compound consonants	**(6 hours)**
Tick and dot H	**(4 hours)**
Halving and Doubling	**(10 hours)**
Prefixes and Suffixes	**(16 hours)**
Diphones Medial W, SH, R and S	**(6hours)**

 Figures; Compound words; Intersections; Second and third lists of short forms;

                                                (18 hours)

(Speed building of up to 60/70 w.p.m. Syllabic intensity (SI) of between 1.2 to 1.3. all
integrated in the theory.)

Method of delivery

Lectures, dictation, reading, reading from printed shorthand, guided practice and drilling.

Mode of assessment

Requirements	Contribution
Tests	40%
Examination	60%

Course name: COMMUNICATION SKILLS I
Course Level: Level I
Course Credit: 4 CU

Course description
The course introduces effective verbal, written and non-verbal communication techniques. It is also designed to enhance learners' personal presentation.

Course Objectives
By the end of the course learners will be able to:

- Express themselves effectively both verbally and through writing.

- Compose effective correspondence.

- Effectively record meeting proceedings and draw organization reports

- Enhance learners telephone etiquette.

Detailed Course Description

Introduction to communications;   (**4 hours**)

Types of communication: verbal, non-verbal and written   (**6 hours**)

Written Communications Techniques

The writing process, writing effective sentences;   (**4 hours**)

Functional writing

Writing Effective Business letters;   (**10 hours**)

Effective Meetings and Agendas;   (**10 hours**)

Creating a Mail shot Package; and other business advertisements; (**6 hours**)

Report Writing;   (**10 hours**)

Editing and; proof-reading skills   (**6 hours**)

Effective Telephone Communication Techniques   (**4 hours**)

Method of delivery

Lectures, practicals, group discussions, debate, and role-plays.

Assessment mode:

Tests	25%
Assignments	15%
Examination	60%

Course name: **INFORMATION TECHNOLOGY I**

Course Level: Level I
Course Credit: 4 CU

Brief course description
This course explores various roles in information technology. It examines the areas of information systems design and implementation, computer storage, input and output devices, networking, computer communication systems, software, internet and intranet.

Course objectives
Upon successful completion of this course, the learner will:
- Describe the history and development of computers and computer programming languages.
- Describe various types of software
- Identify and explain the purpose of peripherals such as printers, monitors, and digital cameras (Hardware components)
- Gain an overview of how the Internet works and Explore different types of applications that use the Internet.

Detailed Course Description

Introduction **(10 hours)**

- History of computing;

- Generation and classification of computers.

An introduction to information technology **(20 hours)**

- Information systems,

- Individuals and machines,

- The global information economy,

- digital versus analog data transmission,

- networks Information technology tools and their societal impact;

Computer hardware basics: **(30 hours)**

- input,

- storage media and output devices;

- computer software;

- operating systems,

- their functions;

- computer communication systems:

- internet and intranet;

- file management.

Method of delivery:

Lectures and practicals.
Assessment mode:

Tests	25%
Assignments	15%
Examination	60%

Course Name: BUSINESS FRENCH/KISWAHILI
Course Level: Level I
Course Credit: 4CU

Brief course description

The course is intended to equip learners with communication skills, reception and personal presentation skills in either French or Kiswahili.

Course Objectives:

By the end of the course, learners will be able to:
- Communicate in either French or Kiswahili and express themselves on basic issues.

- Receive visitors and offer the required basic information.

- Hold simple conversations in either Kiswahili or French.

Detailed course description

Basic of language orthography; pronunciations, the sound systems and stress
Patterns of Kiswahili/French grammar;   **(8 hours)**

Kiswahili/French cultural context   **(8 hours)**

- greetings,

- introductions;

- instructions and polite requests;

- expressing feelings;

Seeking and giving information;   **(6 hours)**

Describing and locating objects, places and people.   **(6 hours)**

Listening skills through simple recorded dialogue stories, songs and radio programmes

                                                                    (6 hours)

Presentation;   **(8 hours)**

 Simple conversation and Simple debate   **(18 hours)**

(Reading and writing skills integrated).

Method of delivery

Lectures, group discussions, debate, and role-plays.
Assessment mode

Tests   25%
Assignments   15%
Examination   60%

YEAR II SEMESTER I

Course Name: **WORD PROCESSING AND SPREADSHEETS**
Course Level: Level 2
Course Credit: 4 CU

Brief course description
This course introduces learners to information systems and information literacy concepts. The student learns operating systems and file management by organizing, managing and printing files; creates, edits, and formats documents using a word processor. Plans, develops and validates basic work sheets such as editing cells, employing formulas, performing functions, applying absolute and relative cell references using a spreadsheet.

Course objectives
Upon successful completion of this course, learners will be able to:
- Assemble, edit and enhance messages, letters, memos, and publications using Microsoft Word.
- Create spreadsheets, populate the sheet with labels and values, and create formulas to calculate sums and percentages using Microsoft Excel.
- Determine when to use relative and absolute cell references and test solutions when using Microsoft Excel.

Detailed course description

Word Processing
Introduction to Word Processing (4 hours)
- types of Word Processing packages.
- Uses of Word Processing;

Creating a new document (10 hours)
- basics of entering (typing) a text;
- scrolling and searching in a document.

Document management (10 hours)
- The file save as command,
- opening and closing a document,
- editing a document and formatting text characters;
- getting help in word,
- Tables.
.
Controlling page appearance: (10 hours)
- line breaks and line spacing, tabs etc,
- Drawings and Graphics;
- Mail merge,
- Importing and Exporting Documents from other programmes;

- Printing Documents,
- envelopes and labels.
- Working with sections: creating columns.

Spreadsheets

- Spreadsheet packages;
- Uses of Spreadsheets;
- Entering Data and Formulae;
- Editing a Worksheet;
- Formatting a Worksheet,
- linking worksheets and workbooks; **(6 hours)**

Advanced excel operations   **(20 hours)**
- Creating Graphic Objects;
- Printing Worksheets and Workbooks;
- Organizing Data in a List (Sorting; Filtering; Adding subtotals Creating pivot tables) Performing What-If-Analysis,
- Macros,
- exporting Spreadsheets to other applications.

Method of delivery
Lectures and practicals.
Assessment mode

Tests   25%
Assignments   15%
Examination   60%

Course Name: **INTERMEDIATE PITMAN SHORTHAND**
Course Level: Level 2
Course Credit: 5 CU

Brief course description

The course is intended enhance learners' vocabulary extension, speed building and transcription skill.

Course objective

By the end of the course, learners will be able to take dictation at 80/90 w.p.m. and transcribe it accurately.

Detailed course description

Consolidation of phrasing technique and vocabulary extension I

Phraseograms in which there is no change in the formation of component outlines;

(6 hours)

Phraseograms in which there is some change in the form of one or more of the component outlines: such as tick the; **(8 hours)**

Dipthongs; He: circle S, circles sway and sez, The Stee loop; **(10 hours)**

The r hook, the l hook, the n hook, The F/V hook, The shun hook, **(10 hours)**

The halving principle, **(8 hours)**

The doubling principle. **(8 hours)**

Consolidation of phrasing technique and vocabulary extension II **(25 hours)**

Prefixes and Suffixes,

Hooks l, Shun and r, The consonant r; w and related consonants; consonant l; Hook N and F/V; (Transcription training. Speed building up to 70/80 w.p.m. integrated)

Method of delivery:

Lectures,dictation, transcription, unison and individual reading from printed texts, dry penning, overwriting and dictation bursts.

Assessment mode:

Tests   40%
Examination   60%

Course name: PUBLIC ADMINISTRATION
Course Level: Level 2
Course Credit: 4CU

Brief course description

The course aims at teaching learners the meaning scope and essence of Public Administration. Classical and contemporary theories of Public Administration will also be addressed.

Course Objectives

The course intends to equip learners with:
- conceptual and empirical issues in Public Administration and theoretical paradigms in administration.
- the nature of Public Administration and the administrative systems as they exist in different environments.
- Skills for Public Administrators

Detailed course description

Introduction   **(20 hours)**

-   Meaning of public administration;

-   Why study public administration;

-   History of public administration;

-   Theories of public administration;

-   Functions of public administration;

-   Administration Vs, Management;

-   Public/private administration;

-   Components of public administration;

-   Approaches to the study of public administration;

-   Relationship between public administration and other disciplines**.**

Comparative management   **(15 hours)**

-   Skills for public administrators;

-   Public Administration in developed and less developed countries (characters);

-   Human resource management for public administration;

-   Public administration and conflict management;

Communication for public administration.

Public policy management   **(25 hours)**

- Policy initiation;
- The policy making process;
- Skills for policy influence;
- Stakeholders in public policy management;
- Lobbying and policy advocacy;
- Budgeting basic principles.
- New public Administration Theories
- New public administration;
- New public sector management;
- Public sector reforms;
- Administrative ethics**.**

Method of delivery

Lectures, group discussions, presentations and tutorials

Assessment mode

Tests	15%
Course work	25%
Examination	60%

Course name: ORGANISATIONAL BEHAVIOUR
Course Level: Level 2
Course Credit: 3 CU

Brief course description

The course seeks to explain, analyse, explore, and discuss critically human behaviour within organisations and how such behaviours affect work performance.

Course Objectives
- Provide an overview of the major business environmental challenges and the paradigm shift facing today's organisations.
- Provide an overview of the nature and structure of organisations
- Discuss perceptual and personality development and socialisation, and motivational theories.
- Analyse the dynamics of organisational behaviour.
- Critically examine the macro perspective of organisational behaviour.
- Help students to develop and apply interpersonal skills.

Detailed course description

Introduction to Organisational Behaviour   **(2 hours)**
   - Meaning of organisational behaviour
   - Evolution of the organisational behaviour discipline

Individual processes and organisational psychology   **(3 hours)**
   - Perception
   - Personality
   - Learning
   - Managerial implications

Group behaviour   **(7 hours)**
   - Intra group phenomena - norms, roles, stages of group development
   - Inter – group conflict.
   - Transaction analysis
   - Types of groups and their impact on employee performance

Motivation and employee behaviour   **(5 hours)**
   - Changing employee behaviour through consequences
   - Enhancing employee motivation
   - Implications of content and process theories for practising manager

Power, control, politics and influence   **(4 hours)**
   - Distinction between power and authority
   - Political tactics
   - Managerial implications

Conflict management (3 hours)
- Causes and styles of managing conflict

Occupational stress (3 hours)
- Nature
- Causes
- Consequences and moderators of stress on work settings
- Techniques for alleviating stress

Leadership (4 hours)
- Trait, behaviour and functional approaches to leadership
- Introduction to contingency approaches to leadership**.**

Communication (4 hours)
- Factors influencing communication in interpersonal, group and organisational settings
- Barriers to communication and how they should be overcome.
- Techniques for analysing communication

Organisations; Structure and design (8 hours)
- Meaning and nature and types of organisations
- Causes of organisational structure
- Types of structures (bureaucratic, matrix, project, functional, project, networked, virtual,….)
- Bureaucracy and its alternatives
- Social technical systems
- Contingency approaches

Organisational culture (4 hours)
- Nature of organisational culture and its role and significance in the management of change.
- Types of organisational culture
- Ethical dilemmas associated with culture change programmes

Instructional methods

Lectures, group discussions.

Mode of assessment

Requirements	Contribution
Course work	15%
Test	25%
Examination	60%

Course Name: **SECRETARIAL DUTIES AND ETHICS**
Course Level: Level 2
Course Credit: 4 CU

Brief Course Description:
 The course intended to equip learners with Secretarial duties skills and techniques in handling office chores.

 Course objectives:
On completion of the course, learners will be able to:
- Handle office chores competently
- Uphold professional ethics while handling their office routine and duties
- Relate well with the internal and external customers

Detailed course description:

Definition of secretarial duties and work ethics;	**(2 hours)**
Purpose and value of work;	**(2 hours)**
Staff categories;	**(6 hours)**

- Roles and responsibilities of the various categories of office staff

Qualities of a Secretary (personal and business attributes)	**(4 hours)**
Secretarial routine;	**(2 hours)**

Front office management   **(12 hours)**
- Functions,
- office environment,
- auxiliary front office personnel, functions and duties,
- classification of callers,
- business cards, callers register
- telephone techniques,
- mail management,
- sources of information

Secretarial services and aids   **(8 hours)**
- Diaries
- Check lists
- Year planner
- Calendar
- Dictionary

Meetings and appointments;   **(4 hours)**

Stress management   **(6 hours)**

Secretarial Ethics: **(4hours)**

- Confidentiality, loyalty, honesty, integrity,
- self respect and dress code

Time management   **(10 hours)**

Mode of delivery:
Lectures, group discursions and presentations, field trips, case studies and role plays

Mode of assessment:

Requirements	Contribution
Course work	15%
Test	25%
Examination	60%

Course name: **OFFICE RECORDS MANAGEMENT**
Course Level: Level 2
Course credit: 3 CU

Brief course description:
The course is intended to equip learners with the knowledge and skills of office records and information management.

Course objectives:

By the end of the course, learners will be able to:
- Classify documents and file them
- Use the most appropriate filing method and systems
- Retrieve records
- Appreciate and use the best methods of records inventory systems
- Track records

Detailed course description:

Meaning of Records Management;   **(2 hours)**

Records Manuals;   **(2 hours)**

Filing   **(11 hours)**

- Filing equipment and methods of filing;

- centralized Vs decentralized filing;

- computerized records management Vs manual records management

- indexing systems;

Document management;   **(2 hours)**

records inventory and analysis;   **(4 hours)**

records retention and disposal schedules;   **(4 hours)**

Types of records: **(2 hours)**

- open records,

- confidential records,

- active files, semi active files, archives;

File movement and tracking (documents/forms);   **(2 hours)**

Hierarchy in the Registry.   **(2 hours)**

Mode of delivery:
Lectures, presentations, field trips and practicals.
Mode of assessment:
Course work   15%
Tests   25%
Examination   60%

YEAR II SEMESTER II

Course name: OFFICE ORGANIZATION AND MANAGEMENT
Course Level: Level 2
Course Credit: 3 CU

Brief course description

The course intends to impart modern office organisation and management skills to the learners.

Objectives
By the end of the course learners will have acquired the following competences:

- Competently look after the office environment.
- Control and manage office supplies.
- Design an office organisation structure.

Introduction   **(6 hours)**
- Definition of Key concepts;

- organization and management;

- Functions of an office;

Office environment   **(9 hours)**

- Physical - lighting, colour, décor, ventilation, toilet, latrines and music;

- Non-physical – psychological and physiological

- Office accommodation for staff;   **(4 hours)**

Materials and equipment   **(12 hours)**

- layout and maintenance;

- Furniture in relation to type of work;

- Office machines

Office supplies control;   **(4 hours)**

 Organization design and management   **(2 hours)**

Office security and safety   **(8 hours)**

Instructional methods
Lectures, case studies, group discussions, debate and role-plays and presentations.

Mode of assessment

Requirements	Contribution
Course work	15%
Test	25%
Examination	60%

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Course name: BASIC SKILLS IN ENTREPRENEURSHIP
Course Level: Level 2
Course Credit: 3 CU

Brief course description
This course introduces the basic concepts of entrepreneurship. Topics to be addressed include causes of early failure of entrepreneurial ventures, entrepreneurship traits, economy, whether entrepreneurship can be learned and how people's needs relate to entrepreneurship.

Course objectives

The course is expected to enable learners to:

- Identify the risks, rewards, advantages, and disadvantages of entrepreneurship.
- Explain the scope of small business in the Ugandan economy.
- Identify business risks and tell how businesses handle them.
- Explain each section of a business plan and prepare the appropriate documentation for each franchise project.

Detailed course description

Overview of Entrepreneurship.   **(5 hours)**
  – Definition and Nature of Entrepreneurship;
  – Role of entrepreneurs in economy/society.

Causes of Early Failure of entrepreneurial ventures

Factors that determine emergence of entrepreneurs: **(20 hours)**
  - Personality factors e.g. need to achieve,
  - self-starting, positive mental attitude;
  - Upbringing factors;
  - Migration factor;
  - Employment History Factors;
  - Environmental Factors (including infrastructures**);**

Growth of Service sector.   **(5 hours)**
Entrepreneurial Characteristics (including the 10 personal entrepreneurial competencies developed by M/S MSI).

Other important influences in the move to entrepreneurship: **(15 hours)**
  - Hofstede's sociological factors;
  - Albert Bandura's self-efficacy.
  - Creating and developing the business.
  - Product planning and development process.

- Start-ups, acquisitions,
- joint ventures and buyouts,
- Choice of location**.**

Instructional methods
Lectures, case studies, group discussions and presentations.

Mode of assessment

Requirements	Contribution
Course work	15%
Test	25%
Examination	60%

Course name: HUMAN RESOURCE MANAGEMENT I
Course Level: Level 2
Course Credit: 4 CU

Brief course description:

The course aims at exploring both the theoretical and practical aspects of human resource functions, processes, procedures and activities pertinent to the wellbeing of the people in the organization.

Course Objectives:
At the end of the course participants should be able to:
- Demonstrate knowledge of the various personnel functions, processes, activities and obligations;
- Carry out some personnel activities like; preparing job specifications and analysis, designing job adverts, and conducting job interviews;
- Identify and explore their potentials so as to put them to full use in future;
- Appreciate the fact that the success of every firm is achieved through utilising the full potential of its people.

Detailed course description

Introduction to human resource management   **(8 hours)**
-    Models of human resource management (traditional and modern views)
-    Background on the significance and complexity of human resources
-    Over view of the human resource management functions

Human resource planning   **(8 hours)**
-    Developing personnel planning strategies
-    Importance of human resource planning

Designing and analysing jobs (planning for jobs for individuals and teams)
-    Job analysis
-    methods of analysis
-    evaluating job design and job analysis activities
-    potential problems with job analysis

Organisation entry   **(12 hours)**
-    recruitment activity, purpose and importance
-    sources and methods of obtaining job applicants
-    selection, placement, the employment contract

Enhancing employee performance   **(12 hours)**

-    Performance indicators (productivity, quality of work life, legal compliance)
-    Performance appraisal
-    Training and development

- Compensation and performance based pay
- Career planning and development
- Employee involvement and flexibility
- Quality of work life

Managing employee relationships   **(12 hours)**

- Trade unions
- Team work and group relations
- delegation and empowerment
- discipline, grievance handling
- Equal opportunities
- Cultural change initiatives

Organization exit   **(8 hours)**

- Dismissal
- Retirement
- Resignation
- Death

Instructional methods
Lectures, case studies, group discussions and presentations.

Mode of assessment

Requirements	Contribution
Course work	15%
Test	25%
Examination	60%

Course name: RESEARCH METHODS
Course Level: Level 2
Course Credit: 3 CU

Brief course description:
The course empowers learners with research techniques and skills.

Course objectives:
By the end of the course learners will be able to:
- Identify researchable topics
- Construct research instruments
- Collect, record and analyse data into meaningful information
- Acquire skills for writing research proposals and reports

Detailed course description:
Introduction; Research process; Library research and review of literature; **(10 hours)**

Formulating hypothesis and statement of the problem.   **(5 hours)**

 Identification of research variables   **(5 hours)**

Selection of a population sample   **(2 hours)**

Major types of research designs   **(3 hours)**

Data collection processes and instruments;   **(5 hours)**

Statistical methods of analysis;   **(5 hours)**

Writing a research proposal; writing of a research report**.**   **(10 hours)**

Instructional methods

Lectures, case studies, group discussions and practicals.

Mode of assessment

Requirements	Contribution
Course work	15%
Test	25%
Examination	60%

Course name: **COMMINICATION SKILLS II**

Course Level: Level 2
Course Credit: 4 CU

Brief course description:

The course concerns itself with basic listening, reading, and speaking skills.

Course objectives
The course intends to enable learners to:
- Listen effectively and perceive transmitted messages in the English language.
- Make speeches, vote of thanks, introductions, instructing, and directing.
- Enhance the learner's reading ability.

Detailed Course Description

Introduction   **(4 hours)**
- Definition of language
- Language situation in Uganda

Effective Listening   **(20 hours)**
- Purposes of listening
- Barriers to effective listening
- Factors enhancing effective listening
- Practical exercises

Effective speaking practice   **(20 hours)**
- making a speech
- vote of thanks
- introductions
- instructing
- directing
- making oral reports

Effective reading techniques   **(16 hours)**
- Barriers to effective
- Guidelines to effective reading
- Practical exercises

Mode of assessment
Requirements   **Contribution**

Course work	15%
Test	25%
Examination	60%

YEAR III SEMESTER I

Course name: ADMINISTRATIVE LAW
Course Level: Level 3
Course Credit: 4 CU

Brief course Description:

The course covers Administrative law, its relationship with Constitutional law and local Government, Civil service and the role of police.

Objectives of the course:

- To enable learners understand what their rights as enshrined in the constitution are.
- To understand the circumstances under which they as administrators they can delegate their duties.
- To appreciate the importance of administrative remedies without recourse to courts of law.
- To enable learners understand the situations when as Administrators in execution of their duties they can bind their employers.
- To understand the role police in Uganda

Detailed course description:
Introduction   (20 hours)

- What is Administrative Law;

- Its relationship with constitution law,

- Administrative tribunals,

- Right to fair hearing,

- Doctrine of Ultravires,

- the concept of Delegation,

- the concept of separation of powers,

- concept of public interest,

- Dismissals and the concept of compensation,

- vicarious liability.

Local Government: (40 hours)

- Some aspects of power - Delegation and transfer of power; Delegated legislation and its control. Government proceedings: Liability of Government in tort.

Public Corporations/Enterprises

- Legal status and methods of creation;
- consequences of incorporation.

Rights and Remedies

- Action for damages;
- injunction;
- Prerogative orders;
- Certiorari;
- Mandamus;
- Herbeascoupur.

Framework of Administrative Authorities

- The Civil Service;
- The Police;
- Local government.

Instructional methods

Lectures, case studies, group discussions, debate and role-plays.

Mode of assessment

Requirements	Contribution
Course work	15%
Test	25%
Examination	60%

Course name: **SOCIAL ADMINISTRATION**
Course Level: Level 3
Course Credit: 4 CU

Brief course description:
The course is specifically intended to provide learners with the basic knowledge and skills necessary for handling human beings and solving their social problems through the provision of social services in the developing world.

It will further introduce learners to various types of social problems and how social services are delivered to handling social problems in changing structures in Uganda. The Social psychological understanding of person perception, interpersonal relations and attitude change will be elaborated.

Course objectives:
By the end of the course learners will be able to:
- Tell the meaning and application of various concepts used in Social Administration.
- Conceptualise different types of social services and social problems in Social Administration.
- Understand the social relationships underlying the social action and attitude change.
- Tell the rationale between the social services and understand social structures in changing societies/communities to solving the social problems

Detailed course description

History of Social administration; Importance of social administration;   **(5 hours)**

Contemporary problems in social administration; Social services and social security systems; Problems of teaching social administration;   **(10 hours)**

Application of social administration.   **(5 hours)**

Introduction to social psychology:

Person perception, interpersonal relations, attitudes and attitude change;   **(4 hours)**

Social structure in Uganda: **(10 hours)**

- Institutions,

- social relationships and values underlying social action.

Social influences: **(30 hours)**

- Religious influence,

- household and social change,

- community and formal and informal institutions,

- social structure in traditional society spatial dimensions of social phenomenon,

- land tenure system and development,

- settlement and resettlement schemes,

- constraints to social change,

- their implications for development.

Instructional methods:
Lectures, discussions, debate, and tutorials.

Mode of assessment

Requirements	Contribution
Course work	15%
Test	25%
Examination	60%

Course name: **ENTREPRENEURIAL PRACTICE**
Course Level: Level 3
Course Credit: 4 CU

Brief course description
The course intends to equip learners with the best entrepreneurial skills.

Course objectives
By the end of the course, learners will be able to:
- Identify viable ventures in lines of service delivery, production and process ventures.
- Identify business opportunities
- Write business plans
- Draw project plans
- Market products, services
- Look for funding

Detailed course description

Business Plan: (30 hours)
- Slope and value;
- Information and the Business Plan;
- Writing the Business Plan;
- Detailed Marketing Plan;
- Detailed Financial and Human Resource Plans.

Intrapreneurship: (10 hours)
- Intrapreneurship Vs Entrepreneurship;
- Climate of Intrapreneurship

Financing a new venture: (10 hours)
- Sources of capital;

Venture capital: Going Public

The franchise business: **(10 hours)**

- The Franchising market;

- Advantages and disadvantages for Franchiser and Franchisee.

(Each student will be required to write a business plan in the course of the semester)

Instructional methods
Lectures, discussions, debate, and tutorials.

Mode of assessment

Requirements	Contribution
Course work	15%
Test	25%
Examination	60%

Course name: **ADVANCED HUMAN RESOURCE MANAGEMENT**
Course Level: Level 3
Course Credit: 4 CU

Brief course description:
The course addresses emerging trends in the work environment and in the management of human resources.

Course objectives:

Appreciate the emerging industrial, community and workplace laws.

Detailed course description:

Trends in the work environment;   **(5 hours)**

The emerging industrial community; and the Laws;   **(15 hours)**

Human Resource Planning: **(20 hours)**

- National and Corporate;

- Forecasting future requirements;

- Analysing existing stock;

- Training and development;

National and Corporate Compensation policies and practices;   **(8 hours)**

Human asset accounting: **(12 hours)**

- the systematic measurement and analysis of the costs and financial benefits of alternative personnel policies;

- valuation of the human worth of the enterprises employees;

Mode of delivery
Lectures, discussions, presentations and tutorials.

Mode of assessment

Requirements	Contribution
Course work	15%
Test	25%
Examination	60%s

Course name: **PROJECT PLANNING AND MANAGEMENT**
Course Level: Level 3
Course Credit: 4 CU

Brief course description

This course provides an introduction to the project management process, resource management (time, money, and people), quality control, communications, and risk.

Course Objectives:
Upon successful completion of this course, learners will demonstrate the following competencies:

- Identify the basics of project management and traits of project managers.
- Use Gantt Chart and Critical Path techniques to develop project plans.
- Schedule people and resources to successfully achieve projects.
- Re-define the project steps to account for changes in resources.

Detailed course description
Overview of projects management; evolution of project management as a discipline;

(5 hours)

The project life cycle; strategy and project management; **(5 hours)**

Structuring and modeling of projects: **(10 hours)**

 Gantt charts, work breakdown structure,

critical path analysis,

Program evaluation and review technique. **(5 hours)**

Investment appraisal techniques: **(14 hours)**

- payback; net present value;

- internal rate of return.

Project leadership practices: **(15 hours)**

- Project evaluation,

- monitoring and control;

- the decision making process;

- project completion.

Selected project formats including the logical framework. **(6 hours)**

Instruction methods

Lectures, discussions, presentations, tutorials and practicals.

Mode of assessment

Requirements	Contribution
Course work	15%
Test	25%
Examination	60%

YEAR III SEMESTER II

Course name: **DESKTOP PUBLISHING**
Course Level: Level 3
Course Credit: 4 CU

Brief course description
The course introduces the concept of desktop publishing. It includes the production of camera-ready copy for flyers, business reports, newsletters, booklets, books using desktop publishing software. Learners gain Experience in using typographical controls and page layout tools to format for visual impact and readability. Learners will also acquire power point skills.

Course Objectives:
The course is intended to:

- Help students become familiar with, use, and integrate word processing and graphics..
- Enable students to prepare sample documents that include newsletters, class posters, flyers, and brochures.
- Encourage students to practice basics of creativity, balance, and design.
- Enable students to become familiar with, use, and become productive in the use of Adobe PageMaker software.
- Enable learners to acquire skills in the preparation of power point presentations.

Detailed course description:

Formats of various document types: **(10 hours)**

- reports,

- specifications,

- brochures,

- newsletters,

- wedding cards,

- business cards, etc.

Text conventions: **(4 hours)**

layout conventions,

fonts and selection criteria**.**

Table and schematic production;   **(8 hours)**

Graphics: **(14 hours)**

- Production and labeling- banners, calendars, posters and labels.
- Sizing and positioning of text/graphics elements.

Export and data interchange between packages. **(4 hours)**

 Scanning text and images. **(2 hours)**

 Typesetting of: books, booklets, newspapers and magazines **(10 hours)**

Power point presentation: **(8 hours)**
- Preparing slides
- Attaching presentations with other notes
- Importing and exporting materials to and from other programmes

Mode of delivery;

Lectures and Practicals.

Mode of evaluation:

Course work	15%
Test	25%
Examination	60%

Course name: PUBLIC RELATIONS AND CUSTOMER CARE
Course Level: Level 3
Course Credit: 4 CU

Brief course Description
The course introduces students to the study of the management function that uses communication to facilitate relationships and understanding between an organization and its many publics. The course further covers numerous methods public relations managers could utilize in making ethical decisions and effectively manage public relations.

Course Objectives:
After completing this unit, students will be able to achieve the following:
• Explain the difference between public relations and customer care, and the basic principles of fairness and truth that could be applied in various situations.
• Appreciate public relations and customer care values, principles, and loyalties and know when and why to use certain communication strategies in specific situations for different clients and organizations.
• Appreciate publics and relationships; establish guidelines for key publics survey results, define alternative theories of publics and make application
• Awareness of the factors that help explain and predict why ethics and accountability have become increasingly important in public relations and customer care.

Detailed course description:

Nature and scope of public relations: **(24 hours)**

- areas of application among other organizational functions;

- modes of practice and different types of publics;

- psychological and social aspects of public relations,

- reasons for good client relationships;

- Identifying client needs the challenges of customer service;

- Barriers to excellent customer care services;

- Elements of success;

- power perception;

Media relations;   **(6 hours)**

Keys to credibility:

- Ethics in customer service;   **(6 hours)**

Problem solving: **(20 hours)**

- Problems as opportunities;

- problem solving strategies;

- Development of negotiation skills;

- Barriers to problem solving and decision making,

- strategy and formulating a plan for success,

- High touch and low-touch customers;

- skill building time management;

Customer retention and measurement of satisfaction .   **(4 hours)**

Instructional methods

Lectures, case studies, group discussions, debate and role-plays and presentations.

Mode of assessment
Requirements	**Contribution**
Course work	15%
Test	25%
Examination	60%

Course name: **E – BUSINESS**
Course Level: Level 3
Course Credit: 4 CU

Course description
The course incorporates organisational, inter-organisational and foundational technological issues in e-Business systems. Learners are introduced to the fundamentals of trading systems, various types of e-business models, Processes involved in e-business. Ways to manage changes caused by e-business initiatives, Electronic auctions and Security mechanisms safeguarding e-business transactions.

Course objectives
Upon successful completion of this course, learners will be able to:
- Gain knowledge of various types of e-business models adopted by organisations.
- Understand how e-Business projects facilitate trading processes found in organisations, the role of strategic planning to e-Business initiatives, and the basics of various types of web-enabled auction strategies and how they relate to electronic procurement projects undertaken by organisations.
- Identify and manage changes caused by introducing e-Business initiatives.
- Select appropriate e-Business projects to business
- Develop a professional attitude towards the management and development of e-Business projects

Detailed course description:

Foundations of e-business**.**   **(2 hours)**

Origin of internet and how it works;   **(5 hours)**

Basic web site design; planning, designing and implementation of a web site; Strengths and weaknesses in web design;   **(10 hours)**

Current web technologies and their importance in online business; Secure network, transaction, or messaging system; Electronic and internet payment systems and security.

                                          (13 hours)

E-business strategies and internet business models;   **(10 hours)**

Consumer e-commerce (e-tailing); Business to business e-commerce and supply chain integration; Mobile commerce

(m-commerce); E-business technology infrastructure.   **(20 hours)**

Mode of delivery;

Lectures and practicals.

Mode of evaluation:
Course work   15%
Test   25%
Examination   60%

Course name: **DATABASE MANAGEMENT**

Course Level: Level 3
Course Credit: 3 CU

Brief course description:
The course is intended to cover most aspects of databases, database manipulation and database management systems. The course will enable learners to explore the tools and methods for database design, Implementation, updating records, using Macros to control forms.

Course objectives:
On completion of the course, learners will be able to:
- Describe the main characteristics of databases, approach to data management, data manipulation tasks and database management systems.
- Describe the process of database design using enhanced entity relationship (EER) modeling and relational normalization.
- Design simple databases using EER techniques and to check designs using normalization rules.

Detailed course description:

Database Theory.   **(6 hours)**

Creating a Database; Adding Records.   **(6 hours)**

Data base manipulation: **(20 hours)**

- Changing data
- Table Structures
- Updating Records;
- Changing Several Records at Once;
- Working With a Table;
- Finding Records;
- Searching and Replacing;
- Filtering Data;

Creating Queries; Reports**,** Macros; and Command Buttons;   **(8 hours)**

Using Macros to Control Form Properties.   **(5 hours)**

Mode of delivery: Lectures and Practicals.

Mode of evaluation:

Course work   15%
Test   25%
Examination   60%

Course name: STRATEGIC MANAGEMENT
Course Level: Level 3
Course Credit: 4 CU

Brief course description:
The course empowers learners with the ability to formulate organisation strategies and be able to implement and control the set organisation strategies.

Course objectives:
- By the end of the course learners will be able to:
- Identify organisation strength, weaknesses, opportunities and threats.
- Formulate organisation goals and objectives.
- Formulate organisation strategies.
- Formulate business plans.

Detailed course description:	
Strategic business objectives, vision and mission statements;	**(10 hours)**
Strategic planning and strategy formulation;	**(15 hours)**
Environment analysis;	**(10 hours)**
Core competence analysis.	**(6 hours)**
Generic competitive strategy and advantage.	**(3 hours)**
Corporate life cycle.	**(3 hours)**
Strategic leadership;	**(6 hours)**
Managing strategic change.	**(7 hours)**

Mode of delivery:

Lectures, discussions, tutorials and presentations.

Mode of evaluation:

Course work	15%
Test	25%
Examination	60%

Course name: **ADVANCED PITMAN SHORTHAND**
Course Level: Level 3
Course Credit: 4 CU

Brief course description:
The course aims at enhancing learners' vocabulary of the English language, advanced short cuts and phrases. It also helps learns to develop higher speeds of at least 80 – 110 wpm.

Course objectives:
The course will enable learners to:
- Appreciate a wider vocabulary in shorthand recording, reading and transcription.
- Write speeds of 80 – 110 wpm.
- Use advanced short cuts and phrases when taking dictation.

Detailed course description:
Advanced phrasing technique: consonants R,L,W and H; Prefixes and Suffixes, intersections; Principle of omission, some "Distinguishing" phrases, classified phrases, classified phrases. **(24 hours)**

 Figures. **(6 hours)**

A few further Devices; An alphabetically arranged list of advanced phrases: Advanced vocabulary extension Doubling ; Halving; Representation of H, consonants S,Z and SH; loops ST and STR: Circles, Sway and Sez: (Advanced transcription with in-tray training exercises. **(30 hours)**

Advanced speed building of up to 100/110w.p.m. (in built)

Mode of delivery;

Lectures, guided practice and drilling, penmanship development, dictation and trussing outlines in the air.

Mode of evaluation:
Test   40%
Examination   60%

Course name: RESEARCH REPORT
Course Level: Level 3
Course Credit: 5 CU

Brief course description:
Candidate will be expected to produce a Research report based on any of the course units in the area of specialization.

Teaching methods
Close monitoring and guidance of students' research effort.

Course texts

Assessment:
60%   End of semester formal assessment
40%   Course work and test