Office Technology and Management

National Diploma (ND)

Curriculum and Course Specifications

NATIONAL BOARD FOR TECHNICAL EDUCATION

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Office Technology and Management - National Diploma (ND)

Curriculum and Course Specifications

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NATIONAL BOARD FOR TECHNICAL EDUCATION

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GOAL AND OBJECTIVES OF THE ND PROGRAMME

The National Diploma in Office Technology/and Management is a two-year programme designed to equip students with Secretarial/Office skills for employment in various fields of endeavour. Students of this programme are exposed to courses in their special areas as well as courses in general education.

In addition to the acquisition of vocational skills in Office Technology and Management, the students are equipped with effective work competencies and socio-psychological work skills, which are very essential in everyday interactions with other. The National Diploma programme in office students and other interested individuals are eligible to enroll in Office Technology and Management Technology courses.

The grand objectives of the programme therefore are:

1. **Acquisition of Secretarial Skills**

This includes at the ND level, the ability to:

(a) Write in Shorthand for three minutes varied materials of 1.3 syllabic intensity dictated at 80 wam and transcribed on the typewriter with a minimum of 95% accuracy.

(b) Type effectively various office jobs and acquire a copying rate of 40 wam on passages not below 1.30 syllabic intensity with 98% accuracy.

(c) Fit properly into the office of any organization and perform professionally, the functions of a Secretary which among others include - relating the functions of the office to the whole organization, attending meetings and providing information as may be required; make accurate records of proceedings, filing and retrieving information, taking appropriate action independently when faced with challenging secretarial office problems, showing personal q2ualities and attributes conducive to tolerance and co-existence with the work group and, at the HND level, the ability to:

2. **Acquisition of General Education.**

3. **Laying Foundation for Advanced Studies.**

GENERAL ENTRY REQUIREMENTS

1.0 National Diploma (ND) Programme.

    The general entry requirements for the ND programme are:

        1.1 The West African School Certificate (WASC), General Certificate of Education (GCE), Senior Secondary School Certificate (SSSC), National Examination Council (NECO), National Business Certificate (NBC) or their equivalents with four (4) credits passes (including English Language). The four credit passes must be in English Language and any three of the following: Business Methods, Commerce, Economics, Typewriting, Shorthand, Principles of Accounts, Mathematics, History, Literature in English, Geography, Government, Religious Knowledge, Biology/Agricultural Science.

        1.2 The Grade II Teachers' Certificate with four (4) Credits including English Language at not more than two sittings.

1.3 A pass in an NBTE recognized Pre-National Diploma Programme. (Candidates should have had a minimum of pass grades in the four subjects specified in 1.1 above during entry into the Pre-ND programme)

1.4 A pass in Mathematics is not compulsory but an advantage. Candidates may in addition to the qualifications listed above, be expected to pass an interview for the final selection.

3.0 CURRICULUM:

3.1 The curriculum consists of four main components, for the ND

1. General Studies/Education
2. Foundation Courses
3. Professional Courses
4. Supervised Industrial Work Experience Scheme (SIWES)

3.2 The General education component shall include courses in: Citizenship Education I & II Communication which are compulsory. The General Education component shall account for not more than 15% of total contact hours for the programme.

3.3 Foundation Courses include courses in Economics, Business Mathematics, Business Administration, Accounting, Nigerian Legal System, and Entrepreneurship. Foundation courses should account for 10-15% of the contact hours of each semester.

3.4 Professional Courses - are courses, which give the student the theory and practical skills he needs to practice as a secretary. These may account for between 60-70% of the contact hours.

3.5 Supervised Industrial Work Experience Scheme (SIWES) shall be taken during the long vacation following the end of the second semester of the first year. For the purpose of final evaluation, SIWES shall account for 5% of the total marks.

4.0 CURRICULUM STRUCTURE

4.1 **ND Programme:**

The structure of the ND Secretarial Management and Technology programme consists of four semesters of classroom, laboratory and workshop activities in the institution and a semester (3-4 months) of supervised industrial work experience scheme (SIWES). Each semester shall be of 17 weeks duration made up as follows:

15 contact weeks of teaching, i.e. teaching, practical exercises, quizzes, test etc; and
2 weeks for examinations and registration.
SIWES shall take place at the end of the second semester of the first year.

5.0 CONDITIONS FOR THE AWARD OF NATIONAL DIPLOMA

5.1 Conditions for the award of National Diploma include the following:

a. Satisfactory performance in all prescribed course work, which may include class work, tests, quizzes, workshop practice, laboratory work which should amount to a minimum of between 72 and 80 semester credit units.

b. Supervised industrial work experience for four months.

c. Satisfactory performance at all semester examinations.

d. Satisfactory completion of final year project work. Continuous assessment should contribute 40% while semester examinations are weighted 60% to make a total of 100%. The industrial training is rated on the basis of pass or fail.

5.2 National Diploma shall be classified as follows:-

Distinction   - CGPA of 3.50 and above
Upper Credit - CGPA of 3.00 - 3.49
Lower Credit - CGPA of 2.50 - 2.99
Pass   - CGPA of 2.00 - 2.49

6.0 Guidance Notes for Teachers Teaching the Programme

6.1 The new curriculum is drawn in unit courses. This is in keeping with the provisions of the National Policy on Education, which stresses the need for introducing the semester credit units, which will enable a student, who so wishes to transfer the units already completed in an institution to another of similar standard.

6.2 In designing the units, the principle of modular approach by end product has been adopted, thus making each of the professional modules, when completed to provide the student with professional operative skills, which can be used for employment purposes self- and otherwise.

6.3 As the success of the credit unit system depends on the articulation of programmes between the institutions and industry, the curriculum content has been written in behavioural objectives, so that it is clear to all, the expected performance of the student who successfully completed some of the courses of the programme. This is a slight departure in the presentation of such performance-based curriculum, which requires that the conditions under which the performance is expected to be carried out and the criteria for the acceptable levels of performance to be stated. It is a deliberate attempt to further involve the staff of the department teaching the programme to enrich their own curriculum by stating the conditions existing in their institution under which performance can take place and to follow that with the criteria for determining an acceptable level of performance.

Departmental submission on the final curriculum may be vetted by the Academic Board of the institution. Our aim is to continue to see to it that a solid internal evaluation system exists in each institution for ensuring minimum standards and quality of education in the programmes offered throughout the Polytechnic system.

The teaching of the theory and practical work should, as much as possible, be integrated. Practical exercises, especially those in professional courses and laboratory work should not be taught in isolation from the theory. For each course, there should be a balance of theory and practice in the ratio of 50:50 or 60:40 or the reverse.

7.0 Guidelines on SIWES Programme

For the smooth operation of the SIWES, the following guidelines shall apply:

7.1 Responsibility for placement of students.

(a) Institutions offering the National Diploma programme shall arrange to place the students in industry. At the end of the first semester, six copies of the master-list showing where each student has been placed shall be submitted to the Executive Secretary, National Board For Technical Education, who shall authenticate the list and forward it to the Industrial Training Fund, Jos;

(b) The placement officer should discuss and agree with industry on the following:

(i) A task inventory of what the students should be expected to experience during the period of attachment. It may be wise to adopt the one already approved for each field.

(ii) The industry-based supervisor of the students during the period. It should be noted that the final grading of the students during the period of attachment should be weighted more on the evaluation by his industry-based supervisor.

7.2 Evaluation of Students During SIWES. In the evaluation of the student, cognizance should be taken of the following items:

1. Punctuality
2. Attendance
3. General Attitude to work
4. Respect for Authority
5. Interest in the field/technical area
6. Technical competence as a potential Secretary in his field.

7.3 Grading SIWES: To ensure uniformity of grading scales, the institution should ensure that the uniform grading of students' work which all Polytechnics have agreed to is adopted.

7.4 The Institution-Based Supervisor: The institution-based supervisor should initial the logbook during each visit. This will enable him to check and determine to what extent the objectives of the scheme are being met and to assist students having any problems regarding the specific assignments given to them by their industry-based supervisor.

7.5 Frequency of Visits: The institution should ensure that students placed on attachment are visited within one month of their placement.

Other visits shall be arranged so that:

(a) There is another visit weeks after the first visit; and
(b) A final visit in the last month of the attachment.

8.6 Stipend for Students in SIWES: The rate of stipend payable shall be determined from time-to-time by the Federal Government after due consultation with the Federal Ministry of Education, the Industrial Training Fund and the National Board for Technical Education.

8.7 SIWES as a Component of the Curriculum: The completion of SIWES is important in the final determination of whether the student is successful in the programme or not. Failure in the SIWES is an indication that the student has not shown sufficient interest in the field or has no potential to become a skilled Secretary in his field. The SIWES should be graded as in other courses. Where a student has satisfied all other requirements but failed SIWES, he may only be allowed to repeat another four months' SIWES at his own expense.

9.0 Final Year Project

Final year students in this programme are expected to carry out a project work. This could be on individual basis or group work. The project reports should be properly supervised and well presented.

The department should make their own arrangement of schedules for project work.

ND PROGRAMME IN OFFICE TECNOLOGY AND MANAGEMENT

1ST SEMESTER

Course Code	Course Title	T	P	CH
OTM 101	Technical English I	2	2	4
GNS 111 (*)	Citizenship Education	2	-	2
BAM 111	Introduction to Business I	2	1	3
OTM 111	Shorthand I	2	2	4
OTM 113	ICT I	1	7	8
OTM 114	Office Practice I	1	3	4
	TOTAL =	10	15	25

T - Theory; P - Practical; CH - Credit Hour; (*) As stated in the GNS booklet

2ND SEMESTER

Course Code	Course Title	T	P	CH
OTM 214	ICT II	1	7	8
GNS 121(*)	Citizenship Education II	1	1	2
BAM 126	Introduction to Entrepreneurship	1	2	3
BAM 113	Principles of Law	1	2	3
OTM 122	Career Development	2	2	4
OTM 121	Shorthand II	2	2	4
OTM 124	Modern Office Technology	1	3	4
	TOTAL =	9	19	28

(*) Course specification as stated on the General Studies Booklet;

3RD SEMESTER

Course Code	Course Title	T	P	CH
OTM 217	Technical English II	2	2	4
OTM 228	Research Techniques	2	2	4
OTM 211	Shorthand III	1	3	4
OTM 213	Records Management	1	1	2
OTM 215	Office practice II	1	3	4
OTM 216	Desktop Publishing	1	5	6
ACC 111	Principles of Accounting	1	3	4
	TOTAL =	9	19	28

(*) Course specification as stated on the General Studies Booklet;

4TH SEMESTER

Course Code	Course Title	L	P	CH
OTM 227	Social Psychology	2	2	4
BAM 114	Principles of Economics 1	2	1	3
OTM 221	Web Page Design	1	7	8
OTM 222	Communication skills	1	3	4
OTM 225	Project	-	6	6
OTM 226	Small Business Management	1	1	2
	TOTAL =	7	20	27

1ST SEMESTER

Technical English I

PROGRAMME: ND Office Technology and Management			
Course: Technical English I	Code: OTM 112 (GNS 101-102)	Credit Hours:	4 hours
Semester: 1	Pre-requisite O/L Credit in English	Theoretical: Practical:	2 hours/week - 50% 2 hours/week - 50%

Course main Aim/Goal: This course is designed to enable the student acquire the necessary language and communication skills which will enable him/her to use the English Language in a business environment and to know the techniques of correspondence.

General Objectives:

    1.0 Develop appropriate study skills in English Language.
    2.0 Know the nature of language and the basic rules of grammar.
    3.0 Appreciate literary works in English.
    4.0 Understand the concept of communication.
    5.0 Know how to make oral and written presentations.
    6.0 Know the rules of comprehension and interpretation.

	Theoretical Content			Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
	General Objective 1.0: Develop appropriate study skills using English Language.					
1-2	1.1 Understand the principles of good note taking and making techniques in English.	Explain the necessity for acquiring good note-making/making techniques in English.	- Flip charts - Felt pen - Textbooks - Workbooks - Close-circuit TV	Demonstrate good note-taking skill in English.	Provide assignments on note taking.	- Flip charts - Felt pen - Textbooks - Workbooks
	1.2 Understand method of note taking/making English.	Show methods of note-taking/making in English.	Model notes	List methods of note-taking/making in English.	Provide sources of information on note-taking/making.	- Library - Internet
	1.3 Identify sources of library information.	Expose students to sources of library information in English.	Library Dictionary, reference books, etc	Classify sources of library information.	Refer students to sources of library information.	Sections of Library - Internet
	1.4 Identify information in the sources listed in 1.3.	Discuss with students how to locate the sources listed in 1.3.	As in 1.3	Locate information in the coerces listed in 1.3.	Guide students in locating the sources listed in 1.3.	As in 1.3
	1.5 Identify good reading habits in English.	Discuss the principles of good reading habits.	Class handouts	-Apply good reading habits	Set tasks and supervise activities	- Newspapers - Textbooks - Magazine - Selected Novels

	Theoretical Content			Practical Content		
Week	**Specific Learning Outcomes**	**Teacher's Activities**	**Resources**	**Specific Learning Outcomes**	**Teacher's Activities**	**Resources**
	General Objective 2.0: Know the nature of language and the basic rules of grammar.					
3-6	2.1 List the characteristics of language.	Explain the concept of language Textbooks	Textbooks			
	2.2 Appreciate the four language skills - speaking listening, writing, & reading.	Discuss the four language skills.	Handouts	Role playing in the four language skills.	Supervise the students' activities.	Audio tapes Radio Video recorder Cd-rom
	2.3 Understand the functions of language.	Explain the functions of language.	As in 2.2 above.	Discuss the functions in groups.	As in 2.2 above.	As in 2.2 above.
	2.4 List the uses of English Language in Nigeria.	Explain the uses of English Language in Nigeria eg as the language of Research, government, business, etc.	Resource persons from government, business, research, etc	Role playing as researchers, government officials, business, etc.	Evaluate students' activities.	
	2.5 Understand grammar and parts of speech.	Explain grammar and parts of speech.	Handouts			
	2.6 Understand the use of part of speech in sentences.	Analyse the use of parts of speech in sentences.	Demonstration tapes.	Work on the assigned exercises.	Provide exercise as parts of speech.	Textbooks Workbooks and related materials.
	2.7 Identify common errors in the use of parts of speech.	Explain what constitute errors in the use of parts of speech.	Class handouts Examples	Correct common errors in the use of parts of speech.	Provide passages containing common errors in parts of speech.	Passages, Extracts Speech's
	2.8 Understand correct synthetic arrangement and punctuation marks.	Demonstrate to students correct synthetics arrangement and punctuation marks.	Handouts Examples	Construct sentences with correct syntactic arrangement and punctuation.	Set activities and provide feedback	As in 2.7 above.
	2.9 Appreciate idioms, figures of speech, and offices.	Explain idioms, figures of speech and affixes.	As in 2.7 above.	Construct sentences to illustrate idioms, figures of speech and affixes.	Set activities and provide feedback	As in 2.7 above.

	Theoretical Content			Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
	General Objective 3.0 Appreciate literacy works in English.					
7-8	Understand the meaning and stages of development of literature.	Define and trace the development of literature.	Literary materials. Handouts			
	Classify the literary game.	Different between the literacy genres.	Classical and modern literary works.	Analyse the characteristics of different literacy genres.	Supervise the students activity.	Class handouts Selected literary examples
	Appreciate the terminology and functions of literature.	Explain the terminology and functions of literature such prose and fiction in terms of eg plot, setting, characterisation, etc.	As in 5.2 above	Differentiate among the following - fiction, prose, plot, setting characterisation etc.	Evaluate students activity.	Role playing of the characters.
	General Objective 4.0: Understand the concept of communication.					
9-10	Define and outline the process of communication.	Define and analyse the process of communication.	Textbooks, Charts, etc.			
	List the purpose of communication.	Analyse the purposes of communication	As in 4.1 above.			
	Differentiate between communication and language.	Explain the relationship between communication and language.	As in 4.1 above.	Identify barriers to effective communication at various levels.	Evaluate students work.	Handouts
	Appreciate the impact of interference on communication at various levels.	Explain the impact of interference on communication at various levels eg phonological, syntactic, etc.	Telephone receivers, Radio Television, etc.	Group discussion	Module the students discussion. Role plays	
	Appreciate code mixing, code switching, and dissonance in communication.	Explain code mixing code switching and dissonance in communication.	Class handouts Graphic examples			
	General Objective 5.0: Know to make oral and written presentations.					
14-15	5.1 List the organs and functions of speech.	Label and describe the functions of the organs of speech.	Class handouts	a. Label organs of speech. b. Classify functions of organs of speech.	Guide the students.	Handouts Oral and written speeches.

	Theoretical Content			Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
	5.2 List the phonemes of English.	Explain the phonemes of English.	Handouts	Produce correctly each of the phonemes enumerated by the teacher.	Guide the students.	
	5.3 Appreciate the different sound contrast as demonstrated by the teacher.	Distinguish between the different sound contrasts in the consonantal and vowel systems of English Language through correct pronunciation.	Sound tracts eg video, audio, etc	Pronounce the different sound contrasts in English Language.	Evaluate students work.	
	5.4 Note the principles of effective speaking.	Explain principles of effective speaking viz, correct use of stress, rhythm, and intonation pattern.	Handouts	Give short speeches eg welcome address, stories, vote of thanks, etc.	Illustrate techniques of effective speaking.	
	5.5 List the various types of correspondence.	Explain and illustrate the various types of correspondence, eg letter, memo, notices, etc.	Models of formal and informal letters, memo, notices, etc.	Write formal and informal letters, memos and notices.	Evaluate students' work.	
	General Objective 6.0: Know the rules of comprehension and interpretation.					
	6.1 Recognise the idea in a given passage as distinct from details.	Explain the concept of main idea and differentiate it from details.	Selected passages from relevant texts.	a. Identify main idea in a given passage. b. Distinguish between main idea and details.	Group work. Guide students in their work.	Selected passages handouts
	6.2 Note the use of main idea in anticipating details.	Explain the use of main idea in anticipating specific details.	As in 6.1 above.	Predict specific details from main idea.	Evaluate students work.	
	6.3 Appreciate the use of context dues in comprehension.	Explain how to use contest dues such as definitions, restatements, and examples to aid comprehension.	As in 6.2 above	Draw conclusions from available information.	Guide and evaluate students work.	

ASSESSMENT CRITERIA			
Coursework %	Course test %	Practical %	Other (Examination/project/portfolio) %
30		30	60

Introduction to Business I

PROGRAMME: ND BUSINESS ADMIN AND MANAGEMENT			
Course: INTRODUCTION TO BUSINESS I	Code: BAM 111	Credit Hours:	hours 3
Semester:	Pre-requisite:	Theoretical: Practical:	1 hours/week - 33 % 2 hours/week - 67 %

Course main Aim/Goal

This course is designed to assist the student to develop fundamental knowledge in the theory and practice of general business organization and to examine the Nigerian business environment

General Objectives:

1. Understand the framework of business
2. Know different types of business organizations and ownership
3. Understand the basic organization structure
4. Know different functional activities of business
5. Understand business in the society
6. Understand the role of government in business
7. Understand the role of international organizations in business
8. Understand small scale industries and their impact on the Nigerian economy.

	Theoretical Content			Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
	General Objective 1: Understand the framework of Business					
1-2	1.1 Explain the meaning of the word "Business". 1.2 Explain the concept of Business and Administration. 1.3 Define profit and its importance. 1.4 Define the environment of business. 1.5 Explain the environmental factors.	Explain the meaning of Business, Administration, profit and business environment Use diagrams to illustrate the above concepts.	Textbooks Diagrams	Define business environment and environmental factors Explain the environmental factor.	Use diagram to illustrate the environment of business.	Internet and the use of relevant business websites
	General Objective 2: Know different types of business organizations and ownership					
3	2.1 Explain the various forms of business ownership such as: 2.2 Sole proprietorship, partnership, cooperatives, corporations etc.	• Explain the various forms of business ownership with examples. • Give assignment to students on the above.	Textbooks	Sole proprietorship, partnership, cooperatives, corporations etc.	Advice about sole proprietorship, partnership, cooperatives, corporations etc using case histories. Assignment on setting up a business enterprise	Internet and the use of relevant business websites
	General Objective 3: Understand the basic organization structure					
4-5	3.1 Define organization and organizational structures 3.2 Draw simple organizational charts: Line Staff, Line and Staff, functional etc. 3.3 Know the advantages and disadvantages of each type in 3.2.	• Explain with diagrams the different types of organizational structure	Textbooks Diagrams	Define organisation and organisational structure. Draw simple org. charts, live staff functional.	Explain with diagrams the different types of organizational structure.	Internet and the use of relevant business websites

	Theoretical Content			Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
	General Objective 4: Know different functional activities of business.					
6-7	4.1 Identify the various organic functions of a business such as, finance, personnel, production, marketing and R and D.-+ 4.2 Explain the functions of each of the areas identified. 4.3 Explain the relationship among the various functional areas of a business.	• Explain the various functional areas of business and their relationships	Textbooks Diagrams	Explain the functions of each of the areas identified. Explain the relationship among the various functional areas of a business.	Guidance for students on the functional areas of a business. Use group work to examine previously developed org. charts to identify the functional responsibilities in a business	Internet and the use of relevant business websites
	General Objective 5: Understand business in the society					
8-9	5.1 Describe the relation between business and society. 5.2 Explain what society expects from business. 5.3 Explain what business expects from society. 5.4 Explain environmental constraints to business and how it could cope with such constraints e.g. cultural, technological, governmental/political, etc	• Explain the concepts of social responsibility of business. Conduct test	Explain the concepts of social responsibility of business. Conduct test	Explain environmental constraints to business and how it could be cope with such constraints,.	Using diagram and films to examine the environmental constraints. Consider relevant business case studies based on oil and natural gas industries etc.	Internet and the use of relevant business websites
	General Objective 6: Understand the role of government in business					
10-11	6.1 Explain government regulation of businesses. 6.2 Explain the Nigerian Enterprises Promotion Decree. 6.3 Explain the effect of the	• Explain the various government regulations and their agencies, such as NIPC, NEPZA, NEPC, NEXIM, BPE, etc	Textbooks Publications Brochure/Journals	Explain government involvement in business. Explain the need for the privatisation and commercialisation Decrees	Guidance on the privatisation of particular industries. The role of government agencies	Guest speakers on the role of government and the need for privatisation. Assignment on the

15

	Theoretical Content			Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
	Nigerian Enterprises Promotion Decree. 6.4 Explain government involvement in business. 6.5 Define privatisation and commercialisation. 6.6 Explain the need for the privatisation and commercialisation Decrees.		Gazette			strengths and weaknesses of privatisation.
	General Objective 7: Understand the roles of international organizations in business					
12-13	7.1 Explain the functions of international organizations such as ECOWAS, OPEC, EEC, ECA, etc. 7.2 Explain the contributions of these international organizations to business enterprises in Nigeria	• Explain their inter-relationships and contributions to business enterprises in Nigeria.	Textbooks Publications Journals Internet	Explain the contributions of these international organizations to business enterprises in Nigeria	Guidance on the role of international organisations. Students to work in pairs to research and to present information bout each relevant organisation.	Internet and the use of relevant business websites
	General Objective 8: Understand small-scale industries and their impact on the Nigerian economy					
14-15	8.1 Explain industrialization and development. 8.2 Define small-scale enterprises. 8.3 Explain the factors that enhance industrial development. 8.4 Explain the functions of industrial estates and industrial layouts.	• Explain the concepts of Industrialization and Development. • Explain the role of such institutions that promote small-scale businesses. • Conduct test.	Textbooks Publications Gazette	Examine small-scale enterprises. Explain the factors that enhance industrial development.	Advice and guidance for a case study to examine web based small business enterprises and the growth of the e based business culture.	Guest speakers on the role of small business enterprises and the role of government institutions

	Theoretical Content			Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
	8.5 Explain the role of institutions such as the IDCs, NBCI, CIRD, CMD, ASCON, polytechnics and universities promoting small scale businesses.					

ASSESSMENT CRITERIA			
Coursework 50%	Course test 25%	Practical 25%	Other (Examination/project/portfolio) %

Competency: On completing the course, the student should be able to understand/estimate/define/etc….

Shorthand I

PROGRAMME: ND Office Technology and Management PROGRAMME: Office Practice and Technology			
Course: Shorthand I	Code: OTM 111	Credit Hours:	4 hours
Semester: 1	Pre-requisite: None	Theoretical: Practical:	2 hours/week - 50 % 2 hours/week - 50 %

Course main Aim/Goal: The module is designed to enable students acquire the knowledge of pitman shorthand system. It will equip students with the ability to write forms of dictated materials at a speed of 40wam with syllabic intensity of 1.20 and at 95% accuracy. In addition, it will attempt to enable students acquire English Language skills as well as integrate same with shorthand and typewriting skills.

General Objectives: On completion of this course, the student should be able to:

1. Appreciate the goals of shorthand and develop interest in the subject.
2. Know how to write short sentences based on principles in chapters 2-5 of text-book
3. Know how to write short sentences based on principles in chapters 6-8 of text-book
4. Know how to write short sentences based on principles in chapters 9-10 of text-book
5. Know hot to write outlines and passages dictated based on the principles in chapters 11-13 of text-book

	Theoretical Content			Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
	General Objective 1.0: Appreciate the goals of shorthand and develop interest in the subject.					
1-2	1.1 Understand the need for learning shorthand and develop interest in the subject.	- Explain history of shorthand. - Discuss usefulness of shorthand, how to hold shorthand pen and notebook. - Explain consonants and vowels, light and heavy strokes short forms and phrases.	Textbooks (HB) Demonstration Table Visual Aids	- Justify the need for learning shorthand and explain its uses. - Sit correctly and handle writing materials well. - Write and join strokes, short forms, phrases etc.	Demonstration	Textbooks (HB) Demonstration Table Visual Aids
	General Objective 2.0: Know how to write short sentences based on the principles in chapters 2-5					
3-6	Understand the principles outlines in chapters 2-5.	- Explain and demonstrate how new consonants and vowels are written, based on chapters 2-5.	Ditto	- Write dictated words, shortforms and passages for reading back transcription. - Do assignments.	Dictate new words, phrases, passages based on chapters 2-5 for students. Demonstration Give assignments and evaluate	Ditto
	General Objective 3: Know how to write short sentences and passages based on the principles in chapters 6-8					
7-8	Differentiate between dots and dashes. Distinguish between diphthongs and other vowels.	- Explain the principles found in chapters 6-8. - Identify differences between diphthongs, triphones, other vowels, and two forms of R and two forms of H.		- Copy and drill outlines found in chapters 6-8. - Take dictations at various speeds write triphones, diphthongs other vowels, two forms of H and R.	Dictate selected exercises from chapter 6-8. Observation Demonstrate how strokes are written.	Ditto

	Theoretical Content			Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
	General Objective 4.0 Know how to write short sentences based on principles in chapters 9-10					
9-12	- State the principles of writing outlines based on chapters 9 and 10 e.g. joining diphthongs to halved strokes, and the halving principle.	Demonstrate the principles of joining and halving. Demonstrate fast writing using principles of the halving principles	Chalkboard/whiteboard Textbook charts.	- Apply principles in writing strokes based on chapters 9-10.		Ditto
	General Objective 5.0: Know hot to write outlines and passages dictated based on the principles in chapters 11-13 of text-book					
13-15	- State the principles contained in chapters 11-13.	Illustrate the principles.	Chalkboard/whiteboard Textbook charts.	- Practice writing outlines, and passages based on the principles in chapters 11-13. - Take dictation at varying speeds between 40-70 wam.	Demonstration outlines and dictate passages.	Ditto

ASSESSMENT CRITERIA			
Coursework **30%**	**Course test** **%**	**Practical** **%**	**Other** (Examination/project/portfolio) **70%**

ICT I

PROGRAMME: ND Office Technology and Management			
Course: ICT I	Code: OTM 113	Credit Unit:	8 hours
Semester: 1	Pre-requisite:	Theoretical: Practical:	1 hours/week - 12.5 % % 7 hours/week - 87.5%

Aim/Goal: This module is designed to enable students to understand the impact of information and communication technologies in the workplace, to identify the computer main components, to work efficiently on any windows environment using word processing packages and to apply key health and safety principles in the office.

General Objectives:

1. Introduce students to modern Information and Communication Technologies (ICT)
2. Identify the various operating systems available
3. Apply health and safety principles when operating computers at work
4. Identify and effectively operate an office computer package (MS Word processing application)

	Theoretical Content			Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
	General Objective 1: Introduce students to Information and Communication Technologies					
1				* Explore the impact ICT in modern working environment * List and show the computer's main components/functions.	Show graphically and briefly the computer's evolution and computer industry Show a computer and promote discussions comparing it with other technologies. Discuss the use of Computer to the other equipment and items that assists man to perform tasks faster. Promote discussions to discuss the impact of Computers on everyday living.	Handouts Pictures, examples posters, transparencies diagrams of old equipments and new equipments.
2					Show computer main components.	Pictures Diagrams Devices
	General Objective 2: Identify the various operating systems available					
3-4	Explain the main principles of computer operating systems	Produce a list of key principles	Chalkboard, or whiteboard, magic board, OHP, dataporjector, etc.	**Identify** how to access a computer system through Windows operating system.	Show how to use: - Program manager - Open/close a window - Load application software - Button bars, scroll bars and menu bars - Exploring main menu	Handouts PC (max. 4 PCs for each student) Operating system running

	Theoretical Content			Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
				contents - Minimising and closing windows Organise students in teams and set task to be complete using the windows operating systems.		
	General Objective 3: Apply health and safety principles when operating computers at work					
5	Describe the need for working safely in an office Explain the principles of good housekeeping techniques in the office Relate the implications of safety to the office Identify potential hazards Propose a plan to apply in a general organisation for safety within the organisation Define the procedures for maintaining security of electronic equipment and information Define the procedures	Discuss the importance of a safe workplace. Discuss the importance of good safe design Show a sample plan Discuss procedures to be followed to maintain security Explain the value of an audit trail (care of hardware, software an data), produce samples of audit trails. Explain local health and safety regulations Discuss the importance of a	Overhead transparencies, pictures, diagrams. Sample plan(s) Handouts and readings Examples of audit trail forms Forms /brochures	Write a plan for safety to apply in a specified organisation. Write a short report on the plan for accidents in a specified organisation. Show practical examples on how to arrange a workstation to avoid fatigue/injuries	Visit a large organisation to observe their security and safety system. Write a short report on the observations	Plans, forms, contacts with local organisation/ business Contacts with local organisation to arrange visits

	Theoretical Content			Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
	for maintaining resources	healthy workplace. Discuss environmental factors affecting health when working with computers: temperature, noise and illumination Discuss the importance of an adequate computer work layout. Show sample ideal layouts. Explain the value of good posture. Explain key principles of posture and techniques to avoid injuries and fatigue when working with computers.				
6	Define the procedures for maintaining personal safety Describe and outline the national & local health and safety regulations Establish the need for working in a healthy	Explain the various injuries that affect people working in a wrong computer environment. Describe the various symptoms. Illustrate key exercises to avoid	Handouts Pictures Books Books Handouts	Show ideal workstation arrangement to avoid injuries and fatigue when working with computers. Demonstrate the importance of right posture and exercises to avoid injure/relieve pain	Group students and set tasks to re-arrange computer workstations taking into account various environmental factors (make sure they encounter opened widows, noisy air-conditions or not on, low chairs, etc…) Organise students in groups	3 computer workstations (including printers, scanners, adjustable chairs, etc.) Room with windows, curtains, lights, adjustable chairs, mobile computers, etc. (to be able to re-arrange them in ideal

	Theoretical Content			Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
	workstation, relate the implications of health when working with computers Identify environmental factors affecting health when working with computers. Establish safe office practices to avoid injuries and fatigue when working with computers. Define key computer related illnesses, their symptoms and exercises to relieve/avoid pain, disconform and fatigue.	injuries and fatigue when working with computers	Pictures Posters		to study and sort case-studies Show students examples of wrong sitting and typing postures. Students role plays Role plays Games identifying potential illnesses Demonstrate how to do key exercises to relieve pain/avoid injuries	positions). Computer work station Different types of keyboards, mice, chairs, Monitors Pictures, posters, diagrams, handouts, footrests
	General Objective 4: Identify and effectively operate an office computer package (MS Word processing application)					
7-8	**Define** the use of word processing computer application (Microsoft Word for Windows) for learning typing techniques (keyboarding).	Load (open) Microsoft Office with the students and explain the various packages that make up MS Office Introduce the English alphabetic keys in a computer keyword.	MS Word for Windows hand-outs support material. Keyboarding Support material in English	Load (open) Microsoft Word explain its environment and basic functions. show how to open a new document in word, using manual controls, icons and menus. Teach key techniques in placing hands and striking keys using Microsoft Word for Windows.	Show students how to open a new document in word, using manual controls, icons and menus. Teach the proper technique in placing hand and striking keys using Microsoft Word for Windows.	* 1 PC per student * Keyboarding Support material in English * MS Word for Windows hand-out support material. * 2 floppy disks x student

	Theoretical Content			Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources

9-15				**Define** the concept of software package:
				
				Microsoft Office for Windows:
				
				    - Word Processor
				    - Number and data software
				    - Visual aid software
				    - Image presentation software
				
				Define the use of word processing computer application (Microsoft Word for Windows) for learning typing techniques (keyboarding).
				
				- Identify and use of word processing correctly
				- Loading Microsoft word
				- Importance of good typing technique and speed
				- Understand why starting with Keyboarding in English
				
				Show command of appropriate use of MS Word:
				
				- Menu bars
				- Creating a file and a folder
				- Use an input device to enter and edit text accurately
				- Manipulating information (open,
					Load (open) Microsoft Office with the students and explain the various packages that make up MS Office.
					
					Load (open) Microsoft Word with the students and explain its environment and basic functions. Explain in detail how to open a new document in word, using manual controls, icons and menus.
					
					Introduce the English alphabetic keys in a computer keyword. Teach the proper technique in placing hand and striking keys using Microsoft Word for Windows.
					
					Practice on home, figure, and symbol keys.
					
					Practice using paragraphs, line-spacing, fonts, size and colours in a word document, checking that typing techniques are applied. Undo function. Saving and closing the application.
					
					Student practice on creating word documents applying correct keyboarding techniques.
						* 1 PC per student
						
						* Keyboarding Support material in English
						
						* MS Word for Windows hand-out support material.
						
						* 2 floppy disks x student

	Theoretical Content			Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
				copying, saving and deleting files. - Printing document using the default printer setting **Use** typing techniques in computer keyboards in *English* (1), with Microsoft word. - Correct position of hand on the keyboard - Striking keys correctly - Develop of speed using 10 fingers. **Use** of MS word main features in keyboarding: - Change and arrange paragraphs and heading using typing techniques. - Word-wrap and using enter. - Undo and copy - paste functions - Apply and adjust paragraphs, heading, spaces, fonts, size and colours in a word document. - Save document and close applications **Use** of tables in MS word - Know how to produce a table - Align, delete and merge columns and rows - Altering table format, fonts, borders and shadings - Saving work and closing application	Check on students' speed development when typing. Practice the production of table putting data, specifying how many columns and rows are required. Move the table. Change borders and shades. Undo function. Saving the work and closing the application. Explain a table printing function. Prepare weekly home-works to assure students practice the *English* keyboarding and main typing techniques. Every week select some student from the group to test their speed improvement when applying correct *English* typing techniques. Do not spend more than 10 minutes on the quiz or test.	

ASSESSMENT CRITERIA			
Coursework %	**Course test %**	**Practical %**	**Other** (Examination/project/portfolio) **%**
25	25	50	

Office Practice I

PROGRAMME: ND Office Technology and Management			
Course: Office Practice I	Code: OTM 114	Credit Hours:	4 hours
Semester: 1	Pre-requisite: none	Theoretical: Practical:	1 hours/week - 25% 3 hours/week - 75%

Course main Aim/Goal: The module is intended to equip students with overall knowledge of the key function of the office role of the office in relation to the business world.

General Objectives:

1.0 Know the functions of an office in an organisation.
2.0 Understand types of office structure.
3.0 Know the meaning and functions of a registry.
4.0 Understand the uses of the various mailroom equipment (office mail & services).
5.0 Know the functions and services of the Post Office and other special deliveries.
6.0 Understand the services of NITEL and other communication services..
7.0 Know common office terms, acronyms, abbreviations and slips.
8.0 Understand the types, importance and functions of office equipment.

	Theoretical Content			Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
	General Objective 1.0: Know the functions of an office in an organisation.					
1	1.1 Define an office. 1.2 State the functions of an office. 1.1 Explain the importance of an office to a business organisation. 1.2 Describe work environment.	- Give students various definitions of an office. - Explain the functions of an office, eg receiving, storage, reviewing, etc. - Explain the importance of an office to a business organisation. - Explain work environment and how the office can be arranged.	Textbooks Handouts Visual examples	1.1 Watch video clips of a modern office. 1.2 Show pictures, layout of modern offices	- Show students various video clips on the modern office pictures and posters of modern offices.	-Overhead projector - Slides - Video Cassettes - Computer
	General Objective 2.0: Understand types of office structure.					
2-3	2.1 Explain various organisation structures. 2.2 List the functions of the various units of the organisation. 2.3 List the factors affecting location of an office layout.	- Posters, diagram of organization structures. - Explain the functions of the various units in an organisation and factors that affect office location. - Refer students to the UNIT 113 (ICI I) when they study the principles of ergonomics in the work station.	- Posters - Books - Handouts - Books - ICI I Syllabus - Office furniture catalogue.	2.1 Draw an Organisation chart. 2.2 Show different types of office layout. 2.3 Identify key ergonomics in the work place.	- Guide students in drawing an organisation chart. - Show difference types of office layout. - Explain the ergonomics in the work place. - Student activity drawing various office layouts ideal taking into account environmental factors (temperature, noise, illumination).	- Organizational chart - Projectors - Video - Cassettes - Chalkboard - Whiteboard - Chalkboard, Whiteboard - OHP - Video clips - Flip chart

	Theoretical Content			Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
	General Objective 3.0 Know the meaning and functions of a registry.					
4-6	3.1 Understand registry 3.2 State the functions of a registry. 3.3 Identify the merits and demerits of a centralized registry. 3.4 Identify factors that should be considered when deciding on types of registry. 3.5 List the registry personnel. 3.6 Establish the duties of registry personnel.	- Define a registry. - Explain the functions of a registry. - Explain the differences between centralized and decentralized registry and their advantages/ disadvantages.	- Registry equipment. - Law books. - Books - handouts	3.1 Identify the types of registry - open, secret, etc.	-Display various clips of office registry for students to see. - Visit the office registry of an organization.	-Registry equipment - Projectors - Video equipment. - Contacts with Registry offices in local organisation.
	General Objective 4.0: Understand the uses of various mailroom equipment.					
7				4.1 List and identify the various mailroom equipment. 4.2 Demonstrate use of the mailroom equipment.	- Explain the various steps mails are handled. - Explain/list the various mailroom equipment. - Demonstrate the use of the various mailroom equipment and machines.	- Date stamping machines. - Shredder - Delivery trolleys - Staplers - Punches - Addressing machines. - Sealing machines - Stamps, etc

	Theoretical Content			Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
	General Objective 5.0: Know the functions and services of the Post office and other special deliveries.					
8	5.1 List services provided by the Post Office e.g. EMS, Registered Mails, Money Orders, Parcel Post, Advice of Deliveries, Airmail, etc. 5.2 List the various public and private services eg DHL, UPS, etc.	- Explain the various services rendered by the Post Office. - Explain the various courier services.	- Chalkboard - Brochures - List of prices	5.1 To provide with practical experience visiting public and private postal services.	- Organise a trip to the Post Office. - Get students in groups to ask relevant\ questions about postal services. - Give students case study to select appropriate mail services.	- Specimens of items listed in 5.1. - Contacts with local Post Office.
	General Objective 6.0: Understand the services of NITEL and other communication services.					
9-10	6.1 List the services of NITEL eg local/long distance calls, international calls, fax messages, Internet.	- Explain the services and operation rendered by NITEL.	- Brochure - List of prices	6.1 Identify other types of communication services, eg GSM, etc.	- Organise a trip to NITEL and NIPOST.	- NITEL Cards - Handsets - Telephone box - Refill cards etc.
	General Objective 7.0 Know common office terms, acronyms, abbreviations and slips.					
11-12	7.1 List most common office terms, acronyms, abbreviations, etc.	- Explain the common office terms that are in use.	Handouts	7.1 Identify and explain the use of office slips and common terms eg. Urgent, immediate, etc.	- Explain the use of office slips and common terms. - Group work/game to identify various (Hidden) acronyms and office slips.	- Various Slips - Group work game form (scrambled words, memory cards, etc).

Theoretical Content			Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
	General Objective 8.0 Understand the types, importance and functions of office equipment.					
13-15	8.1 Establish the importance of the various office equipment. 8.2 List the functions of the office equipment. 8.3 State the advantages/disadvantages of using some equipment.	- Explain the importance of the various equipment. - List and explain the functions of office equipments. - Explain the advantages/ disadvantages of each equipment.	- Handouts - Pictures - Posters - Magazines	List the types of key office equipments.	List and explain the general of key office equipment.	- Computer - Photocopies - Franking machine - Shredder - Fax machine - Scanner - Guillotine - Filing cabinets - Scanner etc.

ASSESSMENT CRITERIA			
Coursework 30%	Course test %	Practical %	Other (Examination/project/portfolio) 70%

2ND SEMESTER

ICT II

PROGRAMME: ND Office Technology and Management			
Course: ICT II	Code: OTM 214	Credit Unit:	8 hours
Semester: 2	Pre-requisite: ICT I	Theoretical: Practical:	1 hours/week - 12.5 % 7 hours/week - 87.5%

Aim/Goal: This module is designed to enable students to understand how to work with numbers, data and visual aids presentations using a computer efficiently.
 	
General Objectives:
 	
    1. Introduce students and effectively operate a spreadsheet software (MS Excell application)
    2. Know how to work visual aids presentations using a computer
    3. Understand the use and impact of basic computer-based communication technologies in a working environment			

	Theoretical Content			Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
	General Objective 1: Introduce students and effectively operate a spreadsheet software (MS Excel application)					
1-6	**Define** what is a spreadsheet and the use of a spreadsheet correctly	Explain the importance of using spreadsheets in an office	Hands-out Graphic & charts	• Explain when to use spreadsheets • Opening a spreadsheet using MS Excel • Explain a spreadsheet structure and how to plan a spreadsheet • Placing numerical table titles, and use of columns and rows. • How to move from cell to cell and meanings of *clear* and *delete* in MS Excel. • How to change a spreadsheet look. • Enter, edit and manipulate data **Explain** the use of calculations using spreadsheets • Create and arithmetical formulae and use common functions • Know how to replicate formulae (fill) • Use common numerical formatting and alignments	Explain the need of applying spreadsheets in commerce and business. How this sort of software allow manipulating and presenting data in a numbers and graphical forms. Show how to load (open) and main functions of Microsoft Excel. Explain how and where place numerical table titles, what will go in each of the rows and columns, how any result will worked out, and how to change the spreadsheet looks (eg. number fonts) Show how to insert and amend text and numerical data into the spreadsheet and how to move from one cell to another. Explain how to correct mistakes and the difference between *clear* and *delete*. Show how to calculate results from a spreadsheets, using data. Explain how and where to enter a formula and how to modify it. Student practice producing a basic spreadsheet including formulas. Explain with a practical example, how to print spreadsheets documents, with formulae showing in full, and with data showing in full. Demonstrate how to save and close a	2 printers available per computer lab. * MS Excel for Windows hand-out support material 2 printers available per computer lab * Keyboarding Support material in English

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	Theoretical Content			Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
				• How any calculation result will worked out, and do recalculations • Link live data from one spreadsheet to another • Use spreadsheets to solve problems and project results • Manage and print spreadsheets documents **Use** of typing techniques to speed when typing numbers: • Typing numbers using correct techniques in touching a key • Apply typing techniques when typing symbols **Show** the benefits of using pie charts, line graphs and bar/column charts: • Importance of chart and graphs in document presentations • Use of MS Excel for	spreadsheet software application. Check on student's typing technique and speed improvements when typing numbers and symbols. Practice with real data. Explain the importance of charts and graphs presentations. Show what programs ca be used to produce charts and graphs. Explain how to produce a simple chart and graph using Microsoft Excel function: how to enter data and editing data; change the appearance of a chart or graph, and print the chart or graph to an appropriate standard of presentation.	

	Theoretical Content			Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
				creating chart and graphics • Select/enter heading and axes titles • Formatting axis and labels • Set numerical parameters and format data use legend when appropriate • Enter, edit and change data • Design and modify appearance of chart and graphs • Save and print charts and graphs		
	General Objective 2: Know how to work visual aids presentations using a computer					
7-12				**Emphasise** the impact of visual presentations in an office: • Using interactive boards • Overhead projector • Slide projector • Video • Electronic presentation (MS Power Point) **Explain** how to prepare and use	Explain the impact of visual presentations in the audience. Show some examples using different resources such as: interactive board, overhead projector, slide projector, video, and computer-based electronic presentations (MS Power Point for windows). Explain how to select an appropriate visual aid in presentations, and how to make an appropriate impact on the audience. Explain and student practice of the preparation process (equipment availability, room, information to be delivered and type of audience addressed). Advantages and	Computer Lab Whiteboards, interactive boards, overhead projectors, slide projectors, video, electronic presentation software (MS Power Point) 2 printers available per computer lab

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	Theoretical Content			Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
				visual aids:	disadvantages of each one.	
				• Understand when a visual aid is required • Preparation process • Making an appropriate impact to the audience • Technical requirements • Advantages and disadvantages of each visual aid • Need of visual computer presentation aid. **How to use MS Power Point main windows** • Creating OHP slides • Set up a slide layout • Maximum words per slide • Select font and background • Enter text and learn how to add clip-arts, pictures and bullets • Slides shows in a computer • Use of techniques such as fading-in/out,	Explain the importance and main applications of presentation computer applications such as MS Power Point for Windows. Explain the impact of computer based visual presentations in the audience. Show some examples. Explain the differences between slides and dynamic power point presentations. Load the software and show its main functions: templates available, creating new templates, how to type and change letter appearances (sizes, fonts, colours) and presentation behaviours (fading in/out, animation and sound). Check on student's typing technique and speed improvements. Explain how to add clip-arts, pictures and graphs in a power point presentation. Show how to organise and run a presentation. Practice with students with some examples. Show and practice in how to save and close a presentation.	

	Theoretical Content			Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
				animation and sound • Use of *speaker* notes and thumbnails • Saving and printing work		
	General Objective 3: Understand the use and impact of basic computer-based communication technologies in a working environment					
13-15	**Define** the importance of online communications in a modern office	Explain the key online communications available in competitive business: Internet and Emails facilities.	Hand-outs Statistic tables on Online communication availability in Developing and developed countries (emphasis in African countries)	**Define** what is an online electronic communication aid and resources: • Online and offline computer communications • Use of Electronic mail (Email) o Identify and use an Email browsing software • Create an Email address • Value of username and passwords • Compose, reply and send emails • Email netiquettes • Access attached file, and attach file to and Email message	Explain the meaning of online and offline information technologies. Explain and show what is an email, how it works and why use email. Show how to create your own email address (using a public service provider such as Yahoo, AltaVista or Hotmail). The importance of the username and the password. Meaning of the email address. Finding people's email addresses. Using the electronic address book facility. Show how to compose (write) email messages. Check on student's typing	1-2 Computers per students Access to the Internet Microsoft Outlook application MS Outlook application hand-outs

ASSESSMENT CRITERIA			
Coursework % 25	Course test % 25	Practical % 50	**Other** (Examination/project/portfolio) %

Introduction to Entrepreneurship

PROGRAMME: ND Office Technology and Management				
Course: INTRODUCTION TO ENTREPRENEURSHIP		Code: BAM 126	Credit Hours:	hours 3
Semester: 2		Pre-requisite:	Theoretical: Practical:	1 hours/week - 33 % 2 hours/week - 67 %

Course main Aim/Goal

This course is designed to create general entrepreneurship awareness in the student with a view to inculcating in him the spirit of self-reliance.

General Objectives:

1. Understand the basic concept of entrepreneurship
2. Understand the roles of entrepreneurship in personal and national growth and development
3. Know how to set business goals
4. Know how to identify business opportunities
5. Know how to draw single business plans.

	Theoretical Content			Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
	General Objective 1:. Understand the basic concept of Entrepreneurship					
1-4	1.1 Explain the terms: i) Entrepreneurship ii) Entrepreneur iii) Enterprise iv) Self Employment v) Wage Employment 1.2 Compare: i) Wage Employment and Entrepreneurship ii) Self Employment and Entrepreneurship 1.3 Identify the facilities and opportunities available for self employment. 1.4 Identify successful entrepreneurs in Nigeria Evaluate the role of entrepreneurship in wealth creation.	i. Explain the terms related to entrepreneurship. ii. Compare wage employment and self employment with entrepreneurship. iii. Identify opportunities for self employment iv. Explain the role of entrepreneurship in wealth creation. v. Give assignment vi. Organize a visit to an entrepreneur's organization.	Textbooks			
	General Objective 2: Understand the roles of entrepreneurship in personal and national growth and development					
5-7	2.1 Explain how entrepreneurship leads to the creation of: i) Self confidence ii) Self Expression iii) Wage Employment for others iv) Self Employment	i. Explain the role of entrepreneurship to national development. ii. Explain resources and constraints of entrepreneurship. iii. Explain the spirit of	Textbooks	Explain the role of computer and information technology in entrepreneurship	Explain with the aid of a computer and application packages:- E-mail Internet, website	Computer and accessories Lotus 123 Dbase Internet facility

	Theoretical Content			Practical Content		
Week	**Specific Learning Outcomes**	**Teacher's Activities**	**Resources**	**Specific Learning Outcomes**	**Teacher's Activities**	**Resources**
	2.2 Identify resources and constraints of entrepreneurship. 2.3 Explain how entrepreneurship leads to import substitution and utilization of local resources. 2.4 Explain how entrepreneurship leads to equitable distribution of industries. 2.5 Explain the spirit of Achievement Motivation Test (A.M.T.)	Achievement Motivation Test (AMT). iv. Invite a successful entrepreneur to give a talk to the students			Create: Spreadsheet Invoice Purchase order etc.	
	General Objective 3: Know how to set business goals					

8-10	1 Evaluate strengths, weaknesses opportunities and threat (SWOT Analysis).
	
	3.2 Explain the personal characteristics of an entrepreneur.
	
	3.3 Explain the Entrepreneurial Tasks:
	
	    i) Leadership
	    ii) Decision-making
	    iii) Business Planning
	    iv) Time Management
	
	Self Management
		i. Explain SWOT analysis and relate it to the organization visited.
		
		ii. Explain characteristics of an entrepreneur.
		
		iii. Explain the entrepreneurial tasks.
		
		iv. Conduct Test
			Textbooks	Explain the Entrepreneurship	Demonstrate, using appropriate application package:
					
					Business planning
					
					Time Management etc.
						Computer and accessories
						
						Lotus 123 package
						
						Text Book

	General Objective 4 Know how to identify business opportunities					
11-12	1 Define business opportunity. 4.2 Identify the process of product/service	i. Explain business opportunities and process of exploring them. ii. Explain the process of	Textbooks	Explain the process of exploring opportunities	Demonstrate using appropriate application package. Product selection	Computer and accessories

	Theoretical Content			Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
	selection. 4.3 State the process of exploring opportunities	product/service selection			product tracking order tracking	Dbase Lotus 123 Text Book
	General Objective 5: Know how to draw simple business plans					
13-15	5.1 Define the concept of business plan. 5.2 Explain the process of preparing preliminary project proposal. 5.3 Explain the process of preparing a detailed) business plan. 5.4 Conduct a modest business plan on a selected venture (The written business plan should be assessed as part of the continuous assessment).	i. Explain the concept of business plan and project proposal. ii. Guide students in preparing a modest business plan. iii. Give assignment.	Textbooks	Explain the process of preparing preliminary project proposal. Explain the process of preparing a detailed business plan. Conduct a modest business plan on a selected venture	Guide students in preparing preliminary project. Demonstrate, using appropriate packages. Sales forecasting Business plan Time sheet analysis Employee tracking Loan Amortization etc. Explore internet for: Company profile Product catalogue Product information URL Management	Computer complete with accessories and: Lotus 123 Dbase Internet connection Text book

ASSESSMENT CRITERIA			
Coursework %	Course test % 50	Practical %	Other (Examination/project/portfolio) % 50

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Principles of Law

PROGRAMME: ND BUSINESS ADMIN.				
Course: PRINCIPLES OF LAW I		Code: BAM 113	Credit Hours:	3 hours 2
Semester: ONE		Pre-requisite:	Theoretical: Practical:	1 hours/week - 33 % 2 hours/week - 67 %

Course main Aim/Goal

This course is designed to introduce the student to the general principles of Nigerian law as it affects business.

General Objectives:

1. Know the composition of the Legal System in Nigeria
2. Know the rudiments of the Nigerian Constitutional Law concepts and the separation of powers in the constitution
3. Know the nature and sources of Nigerian Law
4. Know the law of the Person and of Association
5. Know the Law of Administration of Estates and Trusts
6. Understand the law of Property
7. Understand the rudiments of the Law of Contract.
8. Understand the Law of Tort in business.

	Theoretical Content			Practical Content		
Week	**Specific Learning Outcomes**	**Teacher's Activities**	**Resources**	**Specific Learning Outcomes**	**Teacher's Activities**	**Resources**
	General Objective 1: Know the composition of the Legal System in Nigeria					
1-2	1.1 Define law. 1.2 Explain why law is an important aspect in the existence of a society. 1.3 Identify the types and hierarchy of courts. 1.4 Identify the existence of tribunals and arbitration (body, group and panel) 1.5 Explain the jurisdiction of various courts, tribunal and arbitration body. 1.6 Explain the various personnel and their positions in the hierarchy of courts. 1.7 Explain the organization of the legal profession in Nigeria.	• Explain the concept of Law and its importance. • Explain types and nature of courts, tribunals and arbitration. • Explain the hierarchy of personnel in the legal profession • Explain NBA and other organizations in the legal profession.	Textbooks Journals	Know the Nigerian Legal system and its structures.	Show students with diagrams. The Nigerian legal system and its structures.	Visit to a Nigerian Court Websites on tribunals and arbitration.
	General Objective 2: Know the rudiments of constitutional law and the separation of powers in the constitution.					
3-4	2.1 Explain Constitutional Law concepts, state, nationality, citizenship, domicile, supremacy of the constitution and the rule of law. 2.2 Explain the various organs of the state. 2.3 Explain the meaning of	• Define constitution • Identify the major organisation of government as specified in the constitution • Explain the nature of abuse of powers and	Textbooks Constitutions Journals/Publications Textbooks	Know the Nigerian Constitution with emphasis on the provisions relating to separation of powers. Cite relevant cares and situations of above of powers and	Show students the Nigerian Constitution and its components. Discuss relevant cases with students. Organise a debate to discuss the constitutional	Nigerian Constitution. Law Reports etc. Groupwork to consider different aspects of abuse of power and the legal remedies. Civil remedies and redress.

	Theoretical Content			Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
	separation of powers. 2.4 State which powers are executive, legislative, and judicial? 2.5 Explain the various positions and functions of holders of the powers in 2.4. 2.6 Explain the possible abuse of powers conferred on the executive legislature, and the judiciary. 2.7 Explain the possible remedies for such abuses. 2.8 Explain the nature of fundamental human rights and the rules of natural justice. 2.9 Explain how the breaches in 2.8 are redressed.	their remedies. • Explain the nature of the rule of law. Give assignment	Constitutions Journals/Publications	rule of law. State which powers are executive, legislative, and judicial? Explain the various positions and functions of holders of the powers Explain the possible abuse of powers. Explain the possible remedies for such abuses. Explain the nature of fundamental human rights - rules of natural justice. Explain how the breaches in 2.8 are redressed.	arrangements. Guidance on the possible abuses of power using relevant case law. Consider the legal remedies. Preparation for the assignment - using groups discussions Each group to apply the relevant aspects of the constitution.	
	General Objective 3: Know the nature and sources of law.					
5-6	Explain the nature of Nigerian Law. Explain the sources of Nigerian law i.e. received English law (common law and equity, status of general	Explain the nature and sources of Nigerian Law Explain criminal and Civil Law and state their importance	Textbooks	Explain the sources of precedent) Local Legislation and customary law. Distinguish between criminal and civil law	Guidance on questions and legal terminology with crosswords, puzzles and question and answer. Case law to show the differences between civil and	

	Theoretical Content			Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
	application, and judicial precedent) Local Legislation and customary law. Distinguish between criminal and civil law and state the importance of such distinction.			and the importance of such distinction.	criminal law	
	General Objective 4: Know the law of persons and law of Association:					
7-8	4.1 Recognize the distinction between natural person and artificial person. 4.2 Explain the legal personality of unborn persons, dead persons, infants and married women. 4.3 Recognize the law of domicile of infants and married woman. 4.4 Explain the capacity of an insane person, infants, and married women, to enter into legal relations. 4.5 Distinguish between a corporation sole and a corporation and aggregate corporation. 4.6 Identify unincorporated associations - partnership, trade unions and local	• Explain Law of Person and Law of Association. • Explain legal capacity of insane, intents, married women etc • Explain types and nature of corporations and distinguish them from unincorporated associations • Conduct test	Textbooks Websites	Recognize the law of domicile of infants and married woman. Explain the capacity of an insane person, infants, and married women, to enter into legal relations. Distinguish between a corporation sole and a corporation and aggregate corporation. Explain the capacity of corporations to enter into legal relations.	Guidance on relevant cases and relevant legislation. Consider questions on legal capacity. Allow students to research age groups and the legal status of partnerships - agencies - trade associations. Working in Pairs	Use of relevant websites

Week	Theoretical Content			Practical Content		
	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
	customary family group. 4.7 Explain the capacity of corporations to enter into legal relations.					
	General Objective 5: Know the Law of Administration of Estates and Trusts.					
9	5.1 Distinguish between estates (will) and instate (without successions) 5.2 Explain the grant of probate and letters of Administration and Estates. 5.3 Explain the Nature of trusts, kinds and their creation. 5.4 Explain the rights of beneficiaries. Explain the duties of trustees.	• Explain estate and instate. • Explain the nature of trusts, kinds and their creation. • Explain rights of beneficiaries and the duties of trustees.	Textbooks Websites	Know the relevant cases as it relates to the administration of Estates and Trusts.	Cite cases as it relates the administration of Estates and Trusts.	Copies of wills, trust documents and letters of administration. Talk by a qualified lawyer
	General Objective 6: Understand the law of property					
10	6.1 Explain the nature of property. 6.2 Explain the law of ownership and possession. 6.2 Distinguish between real and personal property. 6.3 Distinguish between mortgage, pledge, lien, etc.	• Explain the nature and Law of Property. • Explain mortgage, pledge, lien, etc.	Textbooks	Know the relevant cases as it relates to the law of property, mortgages, pledges, lien etc.	Cite relevant as it relates to the law of property, mortgages, pledges, lien etc.	

	Theoretical Content			Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
	6.4 Identify legal and equitable interests.					
	General Objective 7: Understand the Rudiments of the Law of Contract					
11 - 12	7.1 Explain what contract is. 7.2 Explain the nature and forms of contracts. 7.3 Explain the essentials of a valid contract. 7.4 Explain terms of contracts - conditions, warranties 7.5 Explain the vitiating elements in contracts. 7.6 Explain discharge, frustration and breach of contracts. 7.7 Explain the remedies for breach of contracts.	• Explain the nature and Law of Contract • Cite relevant cases	Textbooks Law reports	Know the relevant cases as they relate to the law of contract. Business Scenarios for students to apply case law and principles of law	Guidance on relevant cases as they related to the law of contract.	Use of relevant websites
	General Objective 8: Understand the Law of Tort.					
13-15	8.1 Explain the nature of torts and the basis for liability. 8.2 Explain the general defences to liability in torts. 8.3 Explain vicarious liability - master and servants. 8.4 Identify specific torts -	• Explain the nature and Law of Tort. • Explain torts arising from business relationship. • Cite relevant cases. Conduct test.	Textbooks Law reports	Explain vicarious liability - master and servants. Identify specific torts - Occupier's liability, trespass, negligence, nuisance, defamation, and conversion. Explain torts arising	Guidance on relevant cases as they related to the law of tort Problem solving assignment based on Grabb,Suit and Runn a firm of solicitors advising business clients about possible legal liability - passing off, negligence, defamation, conversion etc.	Use of relevant websites

	Theoretical Content			Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
	Occupier's liability, trespass, negligence, nuisance, defamation, and conversion. 8.5 Explain torts arising from business competition - malicious falsehood, passing off, and interference with an existing contract.			from business competition -		

ASSESSMENT CRITERIA			
Coursework 50%	**Course test 25%**	**Practical 25%**	**Other** (Examination/project/portfolio) **%**
Competency: On completing the course, the student should be able to understand/estimate/define/etc.….			

Career Development

PROGRAMME: ND Office Technology and Management			
Course: Career Development	Code: OTM 122	Credit Hours:	4 hours
Semester: 2	Pre-requisite:	Theoretical: Practical:	2 hours/week - 50% 2 hours/week - 50%

Course main Aim/Goal: This course is designed to equip the students with knowledge and skills necessary for entry into an office career and the need to develop in it.

General Objectives:

    1.0 Understand the growing demand for office workers.
    2.0 Know the modern business office.
    3.0 Understand the roles of office workers.
    4.0 Know how to prepare for office work.
    5.0 Know the advantages of an office career.

Week	Theoretical Content			Practical Content		
	Specific Learning Outcomes	**Teacher's Activities**	**Resources**	**Specific Learning Outcomes**	**Teacher's Activities**	**Resources**
	General Objective 1.0: understand the growing demand for office worker.					
1-2	1.1 Define office careers.	Define and explain the concept of office careers	Career charts, video films, T.V programs.	List types of office jobs, receive information from resource person.	Guide the students in the exercise.	Resource persons.
	1.2 Note the advances in technology and relevance to office employment.	Explain the need for office workers as induced by modern technology.		Group discussion on need for office workers	Invite resource persons and guide group discussion	Resource persons.
	General Objective 2.0: Know the modern business office.					
3-5	2.1 Note the characteristics, changes and challenges in the modern business office.	Explain the characteristic, changes and challenges in the modern business office.	Videos Posters Charts handouts	Go on excursion to business offices for fact finding.	Arrange for and lead the execution.	Business offices in the environment
	2.2 Note the specific areas.	Explain specific areas of change in the office.		Identify activity that have been affected by technological change.	Use field trip to point out changes.	Business offices in the environment.
	General Objective 3.0 Know the roles of office workers.					
6-8	3.1 List roles played by office workers.	List and explain some of the roles played by office workers eg. record keeping, maintenance of inventory, preparing payroll, processing documents, etc.	Videos Posters Charts handouts	Role play the roles of office workers.	Produce brief for the roles and guide the role playing.	Briefs Relevant textbook, journals, periodicals.
	3.2 List the attributes needed for success in business.	Explain what makes the office workers to be important to a company's success - eg efficiency, knowledge, skill and social attributes.		Differentiate between positive and negative attribute for success in business office.	Guide to discussion.	

	Theoretical Content			Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
	General Objective 4.0: Know how to prepare for office work.					
9-12	4.1 Note the importance of acquiring knowledge about the business.	Explain the need to acquire knowledge relevant to the business intended.	Videos Posters Charts handouts	Interview professional in relevant business areas.	Provide information on local professionals.	Business Directories Professional Journals
	4.1 List avenues for sharpening office skills.	Explore the avenues for sharpening office skills, eg education, training, seminars, etc.		Identify institutions and processes for education and training.	Provide Resources Guide the identification	List of Academic institutions and Business training establishments.
	4.2 List interpersonal skills.	Explain the need to get along with others and analyse interpersonal skills eg relating with superior, colleagues and subordinates.		Role play on personal relationship.	Write the brief and guide the role play.	Brief magazines, books, etc.
	4.3 List the characteristics explained by the teacher.	Explain the need for self assessment for the business eg academic ability, physical ability, emotional stability, international relationship etc.		Group discussion on characteristics needed for business success.	Moderate discussion on characteristics.	Reference books.
	General Objective 5.0: Know the advantages of an office career.					
13-15	5.1 List factors associated with pleasant working conditions.	Explain the advantages of pleasant working conditions for office workers eg light conditioning, furniture colour conditioning, ventilation, etc.		Student should find out what workers consider to be pleasant working condition using mini survey.	Guide the survey.	Questionnaires
	5.2 List factor related to systematic nature of office work.	Explain the systematic nature of office work in terms of assigned task, expected performance standards, completion time, confidentiality, speed and accuracy, etc.		Find out the effect of systematic nature of office work on workers.	Guide the mini survey.	Questionnaires
	5.3 Identify various fringe benefits in addition regular pay.	Explain the importance of salary and fringe benefits.		Identify the benefits likely to motivate a students to choose a job.	Guide the student in the exercise.	Salary tables/Documents on conditions of service.

	Theoretical Content			Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
	5.4 List opportunities for advantages.	Explain the opportunities that are available for advancement in office work.		Discuss how needs, size, level of skill and ability affect advancement on the job.	Direct the discussion.	

ASSESSMENT CRITERIA			
Coursework	Course test	Practical	Other (Examination/project/portfolio)
30 %	%	%	70 %

Shorthand II

PROGRAMME: ND Office Technology and Management			
Course: Shorthand II	Code: OTM 121	Credit Hours:	4hours
Semester: 2	Pre-requisite: OTM III	Theoretical: Practical:	2 hours/week - 50 % 2 hours/week - 50 %

Course main Aim/Goal: this module is designed to enable students acquire the knowledge of pitman system. It will equip students with the ability to write forms of dictated materials at a speed of 50wam with syllabic intensity of 1.25 at 95% accuracy. In addition, it will attempt to enable students acquire English Language skill as well as integrate same with shorthand and typewriting skills.

General Objectives: On completion of this course the student should be able to:

    1.0 Know how to write outlines and passages dictated based on the principles in chapters 14 to 16.
    2.0 Know how to write outlines and passages based on the principles in chapter 17 and figures in chapter 18.
    3.0 Develop listening skills through delayed writing and exhibit mastery of theory through integration of English Language typewriting skills to produce mailable documents.
    4.0 Develop arts skills of spelling, grammar and punctuation.

	Theoretical Content			Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
	General Objective 1.0: know how to write outlines and passages dictated based on the principles in chapters 14-16.					
1-4	1. State the principles governing the use of wl, whls, tick, dot H, thickened m and n, halved and thickened downward l and r to indicate a following d.	Show graphically these principles	Handouts			
	2. State the principles of prefixes and suffixes etc. found in chapter 16 of text books.					
	General Objective 2.0: Know how to write outlines and passages based on the principles in chapter 17 and figures in chapter 18 in text book					
5-8	State the principles on dipthongs, medial w, upward ish, strokes R and D as contained in Chapter 17. of text book State the principles on figures contained in chapter 18 of text book.	Show graphically these principles	Handouts			
	General Objective 3.0: Develop listening skills through delayed writing and exhibit mastery of theory through integration of English Language skills to produce mailable documents					
9-13				- Take down and transcribe dictated passages. - Apply the techniques for analyzing errors.	- Dictate passages at varying speeds. - Explain error analysis and transcription techniques. - Give and evaluate assignment.	Handouts Readings from selected texts Stopwatch Pen/Pencils Shorthand notebooks
	General Objective 4.0: Develop arts skills of spelling, grammar and punctuation.					
14-15	- Explain language art skills.	- Explain the appropriate use of punctuation marks, and the correct display of materials.	Textbooks.	Students to take dictation of varied passages of 50-70 wam. With 5.1 of 1.25. Read back quickly and	Teacher to dictate the passages or through tapes. Supervise students	Stopwatch Pen/Pencils Shorthand

	Theoretical Content			Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
				accurately. Transcribe on the Typewriter and PCs Spell and proofread correctly.	while they work	notebooks Handouts

ASSESSMENT CRITERIA			
Coursework 30%	Course test %	Practical %	Other (Examination/project/portfolio 70%

Modern Office Technology

PROGRAMME: ND Office Technology and Management			
Course: Modern Office Technology	Code: OTM 124	Credit Unit:	4 hours
Semester: 2	Pre-requisite: Semester 1	Theoretical: Practical:	1 hours/week - 25 % 3 hours/week - 75%

Aim/Goal: this module is designed to enable students know the trends in technological developing in the field of Secretarial functions, differentiate types and functions of office equipment and understand the problems of automation in developing countries.

General Objectives: on completion of this course, students will be able to:

    1. Understand the trends of technological development in the office
    2. Know the types and functions of main office equipment and machines
    3. Understand the problems of office automation in developing countries
    4. Know the use of main office equipment and machines

	Theoretical Content			Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
General Objective 1: Understand the trends of technological development in the office						
1	- Define Technology - Explain the impact of technology in an office with emphasis in Nigeria	Explain how technology has changed the office practice in Nigeria	Hands-out Statistics	Emphasise the impact of technology in a modern office	Compare offices with no technology and other with technology. Use case-studies to promote discussion with students.	Hand-outs Case-studies
General Objective 2: Know the types and functions of office equipment and machines						
2-5				List the various types of office equipment and machines. List the functions of each of the equipment. List the advantages of each of the equipment and machines.	Describe and show the various types of office equipment and machines. Explain the functions of each office equipment/machines. Explain the advantages and disadvantages. Take students to a well equipped office.	- Hand-outs - Computers - Facsimile - Scanner - Photocopier, - - Telephones - - Microfilm and Microfiche Machines, - CDs, etc.
General Objective 3: Understand the problems of office automation in developing countries						
7-9				Identify the social and economic problems of office automation in Nigeria. Explain the effects of automation on office productivity. Explore possible solutions to	Explain key social and economic problems of automation in Nigeria. Promote discussion to explore the effects of automation on office productivity. Present case studies to students and organise group to discuss the impact of the	Textbooks Handouts Statistics

	Theoretical Content			Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
				the identified problems of full office automation in Nigeria.	various examples. Organise student presentations where they identify their local/regional automation problems and potential/realistic solutions	
General Objective 4: Know the use of main office equipment and machines						
9-15				Operate all available types of office equipment and machines. Produce work on all available types of office machines.	Demonstrate the use of all available types of office equipment and machines. • Supervise students' performance on the equipment. • Take students on excursion to offices with different type of equipments. • Give students tasks to assess their command on the use of the various equipments.	- Hand-outs - Computers - Facsimile - Scanner - Photocopier, - - Telephones - - Microfilm and Microfiche Machines, - CDs, etc.

ASSESSMENT CRITERIA			
Coursework % 25	Course test % 25	Practical % 50	Other (Examination/project/portfolio) %

3RD SEMESTER

Technical English II

PROGRAMME: ND Office Technology and Management			
Course: Technical English II	Code: OTM 217 (GNS 201-202)	Credit Hours:	4 hours
Semester: 3	Pre-requisite Technical English I	Theoretical: Practical:	2 hours/week - 50% 2 hours/week - 50%

Course main Aim/Goal: This course is designed to consolidate the student's competence in use of English Technical in business. At the end of this course the student should understand the key rules and techniques of English in a business environment.
 	
General Objectives:
 	
    1.0 Review the rules of grammar.
    2.0 Know how to write good essay, reports, and articles.
    3.0 Comprehend the difference between denotative and connotative use of words.
    4.0 Understand the techniques of comprehension and summary writing.
    5.0 Understand registers.
    6.0 Understand the principles of correspondence.			

	Theoretical Content			Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
	General Objective 1.0: Develop appropriate study skills using English Language.					
1-2	1.1 Revise the concepts of phrase and clause.	Define the terms phrase in and "Clause" and explain their various types.	Passages from relevant source books	Identify structural and functional phrases and clauses.	Guide students in the identification.	Phrases and clauses from relevant source books.
	1.2 Revisit the definition of the sentence.	Define the sentence and remind the various types.	As in 1.1	Identify structural and functional sentences.	Guide the students in the process.	Sentences from source books.
	General Objective 2.0: Know how to write good essays, reports, and articles.					
3-5	2.1 List the different types of essay and identify the features of each type.	List and explain the different types, and features of each type of essay.	Model essays, literature, etc Handouts	a. Generate relevant information on a given topic. b. Draw up a good outline. c. Write a good essay on a given topic.	Assign topics and evaluate students work.	Handouts
	2.2 Understand a report; its types, uses and characteristics.	Define a report and list types. Enumerate uses and characteristics of a good report.	Model of good reports.	Write a report.	Evaluate the report.	Handouts
	2.3 Appreciate the techniques for writing articles.	Explain techniques for writing articles.	Model essays and articles. Handouts	Write good articles for publication.	Evaluate and analyze published essays..	Newspapers Journals Magazines
	General Objective 3.0 Comprehend the difference between denotative and connotative use of words.					
6-7	3.1 Understand the term denotation..	Explain the term denotation.	Groups of synonyms from source books.	a. Identify words used denotatively. b. Use words denotatively.	Compare denotative and connotative usage in group of synonyms eg woman, lady, female, client, customer, patient, fear, terror, dread, etc.	Groups of synonyms from source books.
	3.2 Understand the term connotative.	Explain the term connotation.	As in 3.1 above.	a. Identify words used connotatively. b. Use words connotatively.	Guide students and evaluate their work.	Handouts

	Theoretical Content			Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
	General Objective 4.0: Understand the techniques of comprehension and summary writing.					
8-9	4.1 Give contextual explanations to statement from a text.	Explain the techniques answering questions on comprehension at a higher level of difficulty.	Comprehension passages.	Answer questions on comprehension passages at a higher level of difficulty.	Guide and grade students work.	
	4.2. Understand summary writing types and steps in writing them.	Explain and illustrate summary writing, types, and steps in writing them.	Passages from source books.	Write, within a specified length, a good summary of a given passage.	Guide and evaluate students' work.	
	4.3 Identify colloquialism, slangs and jargons.	Explain and illustrate colloquialisms, slangs and jargons.	Passages from relevant sources.	State appropriate use of jargons.	Guide students.	
	General Objective 5.0: Understand registers.					
10	5.1 Understand registers.	Explain registers and factors influencing them viz field, mode, tenor.	Passages from source books.	a. Identify items of register in a given passage. b. List items of register in a given passage.	Guide and evaluate students' work.	Textbooks, workbooks.
	General Objective 6.0: Understand the principles of correspondence.					
11-15	6.1 Recognise the different types of business letters.	Describe and illustrate the different types of business letters eg applications enquiry, invitation, complaints, and their replies.	Model business letters.			
	6.2 Apply suitable language for business letters.	Explain suitable language for specific types of business letter.	Handouts	Write business letters.	Guide and grade students' work.	Handouts Example of generic business letters

ASSESSMENT CRITERIA			
Coursework %	Course test %	Practical % 30	Other (Examination/project/portfolio) %
30			40

Research Techniques

PROGRAMME: ND Office Technology & Management			
Course: Research Techniques	Code: OTM 228	Credit Hours:	4 hours
Semester: 3	Pre-requisite:	Theoretical: Practical:	2 hours/week - 50% 2 hours/week - 50%

Course main Aim/Goal: This module is designed to equip the student with knowledge and ability for conducting and writing independent research report.

General Objectives:

1. Understand the meaning and scope of research.
2. Know the sources of research information.
3. Understand the methods of research.
4. Know the techniques of data collection.
5. Know the techniques of data analysis and results presentation.
6. Understand how to write a research report.

	Theoretical Content			Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
	General Objective 1.0: Understand the meaning and scope of research.					
1-3	1.1 Define Research.	Explain the various definitions of research.	Class handouts			
	1.2 List criteria for good problem statement	Explain research problems and criteria for good problem statement.	Class handouts	Group discussion of criteria for starting research problems.	Provide guidance for effective activity	Research Journals
	1.3 List characteristics of a researchable topic.	Explain the characteristics of a researchable topic.	Class handouts	Groups generate topics and analyse their usefulness.	Assign groups task on research topics	Research Journals Research abstract.
	General Objective 2.0: Know the sources of research information.					
4-7	2.1 List the sources of research topics.	Explain the various sources of research topic.	School Library Public Library	Library Search on research topics.	Guide the class.	Library School/Public Internet
	2.2 List types of literature review.	Explain the various types/sources of literature for review.	Library Journals internet	Write literature review on given topics.	Guide student activities.	Library Journals Books Internet Experts.
	2.3 Understand how to review literature.	Explain and list the purposes of literature review.	Class handouts	Review literature on given topics.	Guide the process.	Library, Internet etc.
	2.4 List the various citation methods.	Explain methods of citation of reviewed literature.	Class handouts	Differentiate between citation in text and at the end of the study.	Guide the process.	Class handouts
	2.5	Explain how to review literature.	Class handouts			
	General Objective 3: Understand the methods of research.					
8-10	3.1 List the various methods of research.	Explain the various methods of research eg survey, historical, experimental, etc.	Internet History Information	Library Search for more information.	Guide the process	Internet Library Information
	3.2 Differentiate between hypothesis and research questions.	Explain the concept of hypothesis and research questions.	Class handouts Books	Practice writing hypothesis/Research questions.	Provide topics	

	Theoretical Content			Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
	3.3 Differentiate between population and sample.	Explain difference between population and sample.	Class handouts Books	Produce Research Samples from given populations.	Guide the exercise	Class handouts Internet
	3.4 List the sampling techniques.	Explain sampling techniques.	Class handouts Books	Write notes on sampling techniques	Guide and correct the students	Class handouts
	General Objective 4.0 know the techniques of data collection.					
11-12	4.1 List the primary and secondary sources of data.	Explain the primary and secondary sources of data.	Class handouts Books	Practical/field activity	Guide the exercise.	Pro-forma to collect data Class handouts
	4.2 List the methods of gathering data.	Explain the methods of gathering data viz Questionnaire, Interview, Observation, etc.	Class handouts Books	Practical work on data collection	Guide the process.	Pro-forma to collect data Class handouts
	General Objective 5.0: Know the techniques of data analysis and result presentation.					
13-14	5.1 Identify various descriptive statistics.	Explain the following descriptive statistics: mean, mode, median, range, variance, standard deviation, scores array, frequency, cumulative frequency.	Class handouts Books	Calculate mean, mode, median, range, variance, etc.	Produce a set of scores for students' practice.	Class handouts
	5.2 Note the methods of grouping data and tabular presentation.	Explain methods of grouping data and tabular presentation.	Class handouts Books	Draw up tables after grouping data.	Provide supervision.	Research Reports Journals Research Abstracts
	General Objective 6.0: Understand how to write a research report.					
15	6.1 Note the contents of chapter 1-5.	Explain the contents of chapter 1-5.	Class handouts Books	Write introduction, Review of Related Literature Procedure Data Analysis Conclusions, Findings & Recommendation Bibliography	Supervise activities	As in 5.2 above

ASSESSMENT CRITERIA			
Coursework 30%	**Course test %**	**Practical %**	**Other** (Examination/project/portfolio) **70%**

Shorthand III

PROGRAMME: ND Office Technology And Management			
Course: Shorthand III	Code: OTM 211	Credit Hours:	4hours
Semester: 3	Pre-requisite: OTM	Theoretical: Practical:	1 hours/week - 50 % 3 hours/week - 50 %

Course main Aim/Goal: The module is designed to enable students increase their shorthand vocabulary and skills. It is intended to prepare the students for the world of work, and also develop their ability to write all types of materials dictated at 60 wam with syllabic intensity of 1.30 and at 95% accuracy.

General Objectives: On completion of this course, the student should have ability to:

    1.0 Consolidate the various principles governing shorthand writing.
    2.0 Know how to use short forms, phrases and intersections effectively for faster writing.
    3.0 Know how to use note taking and transcription techniques effectively.
    4.0 Know how to apply the knowledge and skills of typewriting in transcription.
    5.0 Know how to write readable shorthand notes at a minimum of 60 wam and produce mailable transcripts.

	Theoretical Content			Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
	General Objective 1.0: Consolidate the various principles governing shorthand writing					
1-2	1.1 List and explain the principles governing shorthand writing. 1.2 Explain and introduce passage form textbooks. 1.1 Read from printed shorthand at the different tempo (80-90).	- Supervise reading and copying of exercise given. - Prompt the reader from time to time. - Write accurately and rapidly, dictated passages. - Time students while reading. - Give and evaluate assignments.	Stopwatch, electric typewriters, HB pencil/ pen, shorthand notebook, chalkboard etc.	Read, copy and write dictated passages.	Supervise, prompt and time students.	Notebooks Textbooks Whiteboard Stopwatch Electric Typewriters.
	General Objective 2.0: Know how to use short forms, phrases and intersections effectively for faster writing.					
3-4	2.1 Differentiate short forms, intersections and shortcuts instantly. 2.2 Identify phrasing techniques effectively. 2.3 Write dictation of short passages at 40-80 wam. 2.4 Write longer passages at 40-60 wam. 2.5 Read back and transcribe recorded dictation of varied materials at speeds of 40-60 wam.	- Dictate passages at 40-60 wam. - Explain error analysis techniques. - Give and evaluate assignments.	Ditto	Read, copy, write and transcribe dictated passages.	Ditto	Ditto

	Theoretical Content			Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
	2.6 Apply the techniques of analysing errors.					
	General Objective 3.0: Know how to use note taking and transcription techniques effectively.					
5-7	3.1 Recall mentally stored records. 3.2 Transcribe and crosscheck shorthand notes with transcript. 3.3 Proofread transcripts properly. 3.4 Reproduce learning skills through delayed writing, summarizing content of dictated passages.	- Demonstrate note taking and transcription techniques. - Demonstrate proofreading techniques. - Give and evaluate assignments.	Ditto Shorthand laboratory and typewriter.	Demonstrate transcription and proofreading techniques.	Demonstrate and assess.	Ditto
	General Objective 4.0: Apply the knowledge and skills of typewriting in transcription.					
8-11	4.1 Select appropriate paper sizes for production.	- Explain the relationship between production and typewriting. - Give and evaluate assignments.	Ditto + Electric/Electronic Typewriters. One students to a typewriter.	Distinguish appropriate paper sizes.	Explain, give and evaluate assignments.	
	General Objective 5.0: Know how to write readable shorthand notes at a minimum of 80 wam and produce mailable Transcripts.					
12-15				5.1 Write in shorthand, varied materials of 1.30 S.I. at speeds of 80-100 wam. 5.2 Produce mailable transcripts for signature. 5.3 Proofread and edit for error proof transcript.	- Simulate meetings, Conferences, Seminar for students to record and produce minutes. - Split students into groups and allocate topics for discussion and report in class.	Ditto + Electronic typewriter and/or PC

ASSESSMENT CRITERIA			
Coursework **30%**	**Course test** **%**	**Practical** **%**	**Other** (Examination/project/portfolio **70%**

Record Management

PROGRAMME: ND Office Technology and Management			
Course: Record Management	Code: OTM 213	Credit Hours:	2 hours
Semester: 3	Pre-requisite:	Theoretical: Practical:	1 hours/week - 50% 1 hours/week - 50%

Course main Aim/Goal: This module is designed to enable the student understand how records are properly managed, processed and protected in Office Management.

General Objectives:

    1.0 Understand record Management.
    2.0 Understand the information processing circle.
    3.0 Know the organization of records.
    4.0 Understand the various record systems and facilities.
    5.0 Understand the various types of filing systems and their equipment.
    6.0 Know the importance of security in records management.

	Theoretical Content			Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
	General Objective 1.0: Understand Records Management.					
1-2	1.1 Define records. 1.2 Explain the importance of records. 1.3 Explain the various types of record.	- Define record keeping in an office. - Explain the importance of record keeping in an office - Give example of different type of records available in modern offices.	Files and File holders Filing cabinets Micro filming Cameras Micro films Microfiche Handouts	Show practical example of office archives and records	Set student group-tasks to organize records	Files and File holders Filing cabinets Micro filming Cameras Micro films Microfiche Handouts
	General Objective 2.0: Understand the Information Processing Cycle.					

3-4	2.1 Define Information Processing Cycle.
	
	2.2 Describe the processing cycle.
	
	2.3 Explain the five processing cycles.
	
	2.4 Describe the effect of the processing cycles on records management
		- Explain the information processing cycle.
		
		- Explain the five processing cycle
		
		    (1) input,
		    (2) processing,
		    (3) output,
		    (4) distribution,
		    (5) storage and retrieval.
			Handouts
			
			Posters and charts
				- Show information processing cycle.
				
				- Demonstrate the process cycle.
				
				- Using clips explain the five processing cycles.
					Demonstrate the circles that information go through.
					
					- Student role-plays
					
					- Organize a trip to the registry.
						Registry contacts to organize student field work/trips
						
						Handouts
						
						Charts

	General Objective 3.0: Understand the basic modes of storage.					
5-7	3.1 Explain the importance of filing. 3.2 Explain the essentials of good filing system. 3.3 Describe the various locations where files are	- Explain filing and its importance. - Explain the essentials of a good filing system. - Discuss the various locations where files are kept. - List the various file	Files File Jackets File tags Paper, Punch etc Computer Floppy discs CDROMS Rotary Index Strip Index	- List types of file classification	- Take students to the registry. - Using files teacher will make student classify files in different classification methods. - Give assignments and grade.	Registry contacts to organize student field work/trips Handouts Charts Computer and floppy discs.

	Theoretical Content			Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
	kept. 3.4 Explain the classifications of files. 3.5 Explain the various types of indexing. 3.6 State how documents in storage are controlled. 3.7 Described how files transferred and eliminated.	classification. - Discuss types of indexing. - Discuss the importance of file follow-up. - Describe records retention schedule. - Give assignments and grade.				
	General Objective 4.0: Understand the various record systems and facilities.					
8-11	4.1 Define storage. 4.2 Discuss the various storage systems eg micrographic, electronic storage. 4.3 Explain photography. 4.1 Explain the process of film for storage. 4.2 Describe reproduction. 4.3 Explain the advantages and disadvantages of storage systems.	- Define/explain storage and storage systems. - Describe the various storage systems. - Explain photography - List the steps taken for the processing of films for storage. - Explain reproduction. - Discuss types of reproduction. - Explain the advantages and disadvantages of storage systems.	File and File holders Micro filming Cameras Micro films Computer	- List storage systems. - List process of film storage.	Group students to process films and store.	File and File holders Micro filming Cameras Micro films Computer Handouts

	Theoretical Content			Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
	General Objective 5.0: Understand the various types of filing systems and their equipment.					
12-13	5.1 Define filling. 5.2 Explain the various filing methods. 5.3 Describe types of filing organization.	- Explain what is meant by filing. - List the various filing methods eg Electronic filing alphabetical filing, numerical filing, computer filing etc.	File and File holders Micro filming Cameras Micro films Computer / CDROMs and Floppy Disks	-List the various filing methods. -Take a trip to the registry to see the various methods of filling in use.	Organise student in group to discuss the different filing methods and ask them to priories them and select the best methods respect cases-studies	Contact to registry to arrange student visits PCs Hand-outs Case-studies
	General Objective 6.0: Know the importance of security in records management.					
14-15	6.1 Define Security. 6.2 Identify types of security. 6.3 Explain the importance of security on records management. 6.4 Discuss types of security measures that can be used to protect records.	- Explain what is meant by security. - List types of security. - Explain the relevance of security in records management. - List types of security measures that can be used to protect records.	Chalkboard	- Show students organizational chart and explain the politics within it.	Group students and organize case-studies analysis and discussions	Organisational chart and the politics that may arise within it. Handouts

ASSESSMENT CRITERIA			
Coursework	Course test	Practical	Other (Examination/project/portfolio
30%	%	%	70%

Office Practice II

PROGRAMME: ND Office Technology and Management			
Course: Office Practice II	Code: OTM 215	Credit Hours:	4 hours x week
Semester: 3	Pre-requisite: Office Practice I	Theoretical: Practical:	1 hours/week - 25% 3 hours/week - 75%

Course main Aim/Goal: The module is designed to enable the students fit properly into the office of any organization and perform professionally the functions of a secretary**.**

General Objectives: At the end of this course, the student should be able to:

    1.0 Know the difference between a professional secretary and other categories of secretaries.
    2.0 Understand business Etiquettes.
    3.0 Know how to compose correspondence.
    4.0 Understand meetings, conferences and their different types.
    5.0 Understand the secretarial role in meetings.
    4.0 Understand the steps before, during and after a recruitment exercise.
    5.0 Know how to make travel arrangements for local and international business.

	Theoretical Content			Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
	General Objective 1.0: Know the differences between a professional and other categories of secretaries.					
1	1. Define professional secretary. 2. List the different types. 3. Explain other categories of Secretaries eg Permanent Secretaries, Asst., Company Secretaries etc.	- Differentiate of Prof. Secretaries. - Explain the different cadres. - Explain other categories.	Charts Whiteboard Textbook Posters Transparencies Video relevant	Distinguish different types and categories of secretary.	Role play different categories of secretary.	Handouts Case-studies
	General Objective 2: Understand Business Etiquettes.					
2-4	1. Know how to select appropriate dress for different occasions. 2. Know how to make introductions and receive visitors. 3. Display good telephone manners. Know how to make adequate arrangements for Business entertaining. Know how to make Business travel arrangements. Know how to take charge of miscellaneous social responsibilities eg. gifts, office collections, birthday gifts, etc.	- Explain different types of appropriate dressing. - Describe how to make introductions. - Receive visitors - Explain good telephone manners. - Describe how to entertain various categories of people eg clients, customers, colleagues, politicians etc. - Describe how to make Business travel arrangement. - Explain how to take charge of miscellaneous social responsibilities.	Catalogues Charts Business Directory Telephone Directory Case-studies	Demonstration	Role play	Case-studies

	Theoretical Content			Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
	General Objective 3.0: Know how to compose correspondence.					
5	1. Compose, letters, memos, and other office correspondence.	- Describe how to compose memos, letters, and other office correspondence.	Handouts Example letters	- Respond to various types of correspondence.	Illustrate various types of correspondence.	Example of letters Handouts
	General Objective 4.0: Understand meetings, conferences and their different types.					
6-8	1. Identify different types of meetings and conferences. 2. List and describe different types of meetings and conferences. 3. Identify various ways in which meetings and conferences are convened.	- Describe types of meetings and conferences. - List and describe types of meetings and conferences. - Identify various ways in which meetings and conferences are converted.	Video Films Charts Sample of documents used.	- Participate in meeting/conference. - Write notice of meetings/conference.	Give specification for meeting/ conference Role-plays Case-studies	Hand-outs Forms Posters, brochures, etc.
	General Objective 5.0: Understand the secretary's role in terms of meetings/conferences.					
9-12	1. Explain the role of the secretary before, during, and after a meeting/conferences. 2. Explain how to take down minutes of meetings. 3. know how to transcribe minutes of meetings. 4. Explain terminologies used in meetings, quorum, motion etc.	- Describe the roles of a secretary before, during, and after a meeting/ conference. - Describe how minutes are taken down. - Explain how to transcribe minutes of meetings and terminologies used in meetings.	Charts Samples of notice of meeting and minutes of meetings. Textbooks Chalkboard.	Take down minutes and transcribe.	Organise a meeting.	Hand-outs Forms Posters, brochures, etc
	General Objective 6.0: Understand the steps before, during and after a recruitment exercise.					
13-14	1. Define recruitment. 2. Outline the elements in	- Define recruitment. - Outline and describe the elements	Handouts Example of recruitment forms	Organise a recruitment exercise.	Role plays Case-studies	PC Typing

	Theoretical Content			Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
	selection procedure. 3. List the functions of the secretary in relation to letters of invitation and preparation for the interview.	used in the selection process. - List the functions of the secretary in relation to interview e.g sending out letters of invitation, preparing for the interview, writing letter of letter of offer, after selection, etc. - Prepare room and a brief for the interview.			Group discussion on outcomes	Sheets/forms Handouts Video-tapes
	General Objectives 7.0: Know how to make travel arrangements for local and international business.					
15	1.1 Organise a local and international travel. 1.2 Identify and select appropriate materials for background research for both local and international travel.	- Explain how to organise a local and international trip. - List and explain the materials to be used for background research.	Travel guide Encyclopaedia Atlas Yellow pages Year Books Post Office Guide etc. Computers Internet access.	- Organise a trip both local and international	Identify appropriate local and international organisations.	Internet Travel books National and International business directories Business magazines

ASSESSMENT CRITERIA			
Coursework	Course test	Practical	Other (Examination/project/portfolio)
30%	%	%	70%

Desktop Publishing

PROGRAMME: ND Office Technology and Management			
Course: Desktop Publishing	**Code: OTM 216**	**Credit Unit:**	**6 hours**
Semester: 3	**Pre-requisite: ICT I & ICT II**	**Theoretical:** **Practical:**	**1 hours/week - 17 %** **5 hours/week - 73 %**

Aim/Goal: This module is designed to enable students to understand the importance of using a publication software in the office and effectively use MS Desktop publishing.

General Objectives:

1. Understand the difference and importance between a word processors and desktop publishing in the office
2. Introduce students to the use of Desktop Publishing software.

	Theoretical Content			Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
	General Objective 1: Understand the difference and importance between a word processors and desktop publishing in the office					
1	**Revise** the concept of word processors and applications in designing brochures, pamphlets and posters.	**State** the importance of using the right software in the office, depending on the task	Hands-out Examples	• **Explain** the differences between Word Processors and Destop Publishing (dtp) software	Explain the need of selecting the right software and open several word processors and dtp examples to show different approaches designing the same publication. Group students and produce a game where they select the right software for specific tasks. Student group presentations explaining the reason why preferring a software for a specific task.	2 printers available per computer lab. * MS Word and DeskTop Publishing for Windows hand-out support material * Microsoft word and Desktop Publishing applications available in each computer
2	**Identify** basic competencies in using desktop publishing concepts to produce a simple publication: • Identify and use appropriate software correctly	**Explain** the concept of dtp and publications in an office	Hand-outs	**Emphasise** the impact of using DTP in a modern office and show examples of publications.	Explain the advantages of using desktop publishing applications in the office. Practice with an appropriate software for the tasks (eg. dtp or a page layout software). Highlight/show the main differences between dtp software and word processors by showing text flow, image control, purpose, etc.	2 printers available per computer lab. * MS Word and DeskTop Publishing for Windows hand-out support material * Microsoft word and Desktop Publishing applications available in each computer
	General Objective 2: Understand the use and impact of basic computer-based communication technologies in a working environment					
3-8	**Define** page layout in DTP and its difference with word processors	Explain the structure of a page layout in DTP	Hand-outs Example of lay out pages	**Apply** the principles of standard page layout and text properties using dtp software • Setting page size/orientation and	Explain the use of master pages, templates and equivalent. Student practice on how to set page size and margins. Show the use and control of text frames or equivalent. Explain the difference between serif and sans	1-2 Computers per students Desktop Publishing application Available MS Word application available

Theoretical Content			Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources

Theoretical Content			Practical Content		
Week	**Specific Learning Outcomes**	**Teacher's Activities**	**Resources**	**Specific Learning Outcomes**	**Teacher's Activities**	**Resources**
				margins • Create text areas/text frames • Set up column widths/spacing • Use of serif/sans serif fonts • Use multiple font sizes • Key principles in publications (colours, sizes, fonts, lay-outs) • Application of accessibility principles in publications	serif typefaces and show how to select them. Explain how to set and amend text sizes. Explain how text files and images can be imported. Show how to enter small amount of text. Set tasks to students to complete, based on the explanations above (Individual and group tasks) Group students to discuss Do's & Dont's when designing publications, brochures, pamphlets and postes (key guideliles, designing principles, usability and accessibility, standards, etc.).	

9-15				Means by which text/images can be imported and placed in a publication.
				
				    • Import text file(s)
				    • Import image(s)
				    • Enter headings and use of line or border feature
				
				Manipulate text and images to balance page
				
				    • Apply alignment
					Explain how text files and images can be imported. Show how to enter small amount of text.
					
					Explain the basic graphic capabilities of dtp software and how to use lines and borders to separate areas of text. Explain the use of left and centre alignment and of full justification in a desktop publication.
					
					Show the importance of common dtp conventions such as first line indents and demonstrates how to use them
						1-2 Computers per students
						
						Desktop Publishing application Available
						
						DTP hand-outs

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	Theoretical Content			Practical Content		
Week	**Specific Learning Outcomes**	**Teacher's Activities**	**Resources**	**Specific Learning Outcomes**	**Teacher's Activities**	**Resources**
				and justification • Set paragraph spacing and/or first line indent • Move/resize image • Fit headline text to page width • Balance columns Manage publications and print composite proofs • Create new publication • Save master page/template • Save publication • Print composite proof(s) • Close publication	consistently. Practice the manipulation, move and resize of images. Show how to place correctly and accurately text in columns and how to adjust text size and spacing in order to achieve this. Explain the document management techniques for the chosen dtp software and the differences from generic document management terms (eg master pages). Demonstrate how to print composite proofs from the chosen software using default print setting. Send student tasks to produce a brochure, a poster and a pamphlet from selected fictitious business, to present to the group, applying all principles and standards. Set a realistic deadline.	

ASSESSMENT CRITERIA			
Coursework % 25	**Course test %**		

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Principles of Accounting

PROGRAMME: NATIONAL DIPLOMA IN ACCOUNTANCY				
Course: PRINCIPLES OF ACCOUNTS I		Code: ACC 111	Credit Hours:	60 hours 4.0
Semester: FIRST SEMESTER		Pre-requisite:	Theoretical: Practical:	1 hours/week - 25 % 3 hours/week - 75 %

Goal: This course is designed to expose the students to the principles of accounting and the application of same to different types of transactions.

GENERAL OBJECTIVES:

On completion of this module the students should be able to:

      1.0 Know history, principles, role and conventions of accounting.
      2.0 Understand principles of double entry.
      3.0 Know capital and revenue items.
      4.0 Know books of original entry.
      5.0 Know the uses of ledger.
      6.0 Know trial balance.
      7.0 Know how errors are identified.
      8.0 Know the uses of journal.
      9.0 Understand bank reconciliation statements.
      10.0 Know depreciation.
      11.0 Understand accruals and prepayment.
      12.0 Know final accounts.

	Theoretical Content			Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
	General Objective 1: Know history, principles, role and conventions of accounting.					
1-2	1.1 State the history of accounting and the conventions. 1.2 Explain the principles involved in accounting. 1.3 Explain the role of accounting activity in the operation of an enterprise. 1.4 State the significance of accounting activities in the operation of a business.	(i) Give brief definition of accounting. (ii) Explain the concepts and conventions of Accounting. (iii) Discuss the relationship of accounting activities in the operation of a business. (iv) State the importance of accounting activities to an enterprise.	Overhead projector	1. Demonstrate their knowledge of the history, principles, role and convention of accounting.	Organise students into role model group relating accounting activities to business activities.	Flipcharts Overhead projector
	General Objective 2: Know capital and revenue items.					
3	2.1 Define capital and revenue items. 2.2 Classify capital and revenue items. 2.3 Explain the accounting treatment with respect to capital and revenue items in a transaction.	(i) Explain capital and revenue items. (ii) Discuss the treatment of capital and revenue items in the books of accounts.	Overhead projector	Classify items into revenue or capital expenditure. Differentiate capital expenditure from revenue expenditure.	Direct students to list revenue and capital items that may be used in a medium size business e.g. a road transport company.	Flip charts Overhead projector.

Week	Theoretical Content			Practical Content		
	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
	General Objective 3: Understand principles of double entry.					
4	3.1 Explain the principles of double entry. 3.2 Make correct entries in the ledger as it affects the debit and credit aspects of a transaction.	(i) Explain the principles of double entry. (ii) Illustrate posting of transactions into accounts in the ledger.	Overhead projector Worked examples	1. Demonstrate their understanding of principles of double entry. 2. Post various business transactions into accounts in the ledger.	1. Guide students in posting transactions into various accounts. 2. Organise students to make classroom presentations in groups e.g. one group sales, one group purchases.	Flipchart Overhead projector Transparencies.
	General Objective 4: Know books of original entry.					
5-6	4.1 Define books of original entry. 4.2 Name and explain the books of original (e.g. cash book, sales day book, purchases day book, return inwards and outwards books, journal, petty cash book and the imprest system). 4.3 Explain the uses of the various books. 4.4 Make accounting entries in the various books.	(i) Define source documents. (ii) Explain the books of original entry and how transactions are recorded in them.	Overhead projector	1. Record transactions into book of original entry. 2. Post into the accounts in the ledger. 3. Balance the accounts in the ledger. 4. Extract trial balance.	Illustrate with sample transactions entries from books of original entry to the ledger using a computer spreadsheet Explain the effect of such entries on the trial balance.	Overhead projector Transparences. Pre-printed source documents. Computer spreadsheet application
	General Objective 5: Know the use of ledger.					
7	5.1 Define a ledger. 5.2 Explain the uses of the ledger and its importance. 5.3 Post properly to accounts in a ledger and carry down periodic balances. 5.4 Explain the end use of ledger balance.	(i) State the various types of ledger. (ii) Explain the uses and importance of ledger and how to post to the accounts in the ledger (iii) Illustrate how to balance accounts to form a trial balance.	Overhead projector	Ability to carry out simple postings into and out of the ledgers	Give interactive quizzes to test the understanding of the topic.	Kalamazoo Interactive Quizes downloaded from Internet.

	Theoretical Content			Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
	General Objective 6: Know trial balance.					
8	6.1 Define a trial balance. 6.2 State the need for a trial balance and its use. 6.3 Explain how a trial balance is extracted. 6.4 Extract through practice the trial balance of a transaction, at the end of a period.	(i) Explain the uses of and how to extract a trial balance. (ii) Illustrate with examples how to extract a trial balance.	Overhead projector Worked examples	Able to extract a trial balance.	Directing students to extract trial balance using a spreadsheet	Computer spreadsheet application
	General Objective 7: Know how errors are identified.					
9	7.1 Explain how errors may be identified. 7.2 Categorize the common occurrence of accounting errors. 7.3 Identify errors in accounting. 7.4 Correct such errors that are identified in an account by use of journal entries.	(i) Explain how errors can be identified and corrected. (ii) State effect of errors on the financial statements.		1. Identify sources of accounting errors. 2. Correct errors using journal.	Show the uses of the Journals. Students directed to work in groups to work on exercise to correct a trial balance.	T-accounts downloaded from Internet trial balance competed on spreadsheet.
	General Objective 8: Know the uses of journal.					
10	8.1 Define Journal. 8.2 Explain the use and the importance of journal vouchers. 8.3 Explain the use of a journal in relation to transactions which do not involve cash payments or cash receipts. 8.4 Make various journal entries.	(i) Explain and demonstrate the use and importance of the journal.	Overhead projector Worked examples	Able to post journal entries in books of account	Students directed to work in groups to present on the practical uses of the journal in a small/medium sized company	flipchart

	Theoretical Content			Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
	General Objective 9: Understand bank reconciliation statements.					
11	9.1 Define a bank reconciliation statement. 9.2 Explain the need for a reconciliation. 9.3 Carry out a bank reconciliation, of a given cash account and bank account.	(i) Explain what bank reconciliation is and why it is necessary to prepare it. (ii) Illustrate the preparation of bank reconciliation statements.	Overhead projector Worked examples	1. Carryout a bank reconciliation of a given cash and bank account.	Direct the students to carry out a bank reconciliation exercise and graphically produce the statement.	Sample blank bank statements. Pro-form a in computer.
	General Objective 10: Know depreciation.					
12-13	10.1 Define depreciation. 10.2 Explain the necessity for periodic depreciation. 10.3 Determine the depreciation of assets of a business for a relevant period. 10.4 Trace depreciation entries in accounting to its final stage.	(i) Define depreciation and explain the various methods used. (ii) Calculate depreciation using straight line method and reducing balance method. (iii) Show how depreciation should appear in the books of accounts.	Overhead projector Worked examples	Compute depreciation using straight line and reducing balance method either manually or with the aid of computer.	Students directed to compute hard asset depreciation using a case study.	Computer packages. Projector Transparencies. Spreadsheets
	General Objective 11: Understand accrual and prepayment.					
14	11.1 Define accruals and prepayments. 11.2 Explain the accounting treatment of accruals and prepayments.	(i) Define accruals, prepayments and explain their accounting treatment.	Overhead projector Worked examples	1. Ascertain accurate and prepayments using examples such as rent electricity, insurance etc. 2. Calculate accruals and prepayments.	Demonstrate the calculation of accurate and prepayments using various examples.	Spreadsheet.

	Theoretical Content			Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
	General Objective 12: Know final accounts.					
15	12.1 Explain the meaning of final accounts. 12.2 Describe the stages in the preparation of final accounts. 12.3 Extract a single final account of a sole trader (Trading Profit and Loss Account and the Balance Sheet).	(i) Explain the meaning of final accounts. (ii) Illustrate the preparation of final accounts.	Overhead projector Worked examples	1. Prepare adjustments to reflect the corrected errors, depreciation, accrual and prepayments in the final accounts of a sole trader. 2. Prepare Trading and Profit and loss account and balance sheet.	Direct students to prepare an ETB using a case study. Direct students to prepare P-L and balance sheet from ETB produced above.	ETB produced using computer spreadsheet. Final accounts produced on spreadsheet.

ASSESSMENT CRITERIA			
Coursework 25%	Course test %	Practical 25%	Other (Examination/project/portfolio) 50%

4TH SEMESTER

Social Psychology

PROGRAMME: HND OTM			
Course: SOCIAL PSYCHOLOGY	Code: OTM 227 (GNS: 411)	Credit Hours:	4 hours
Semester: 4	Pre-requisite:	Theoretical: Practical:	2 hours/week - 50 % 2 hours/week - 50 %

Course main Aim/Goal: This course is designed to enable the student to understand the dynamics of human behaviour in order to Be able to adjust to situations and work effectively with others.

GENERAL OBJECTIVES:

On completion of this course, the student should be able to:-

1.0 Appreciate the basis of human behaviour.
2.0 Know the development of behaviour.
3.0 Understand the principles of personality development.
4.0 Know the processes of learning.
5.0 Understand human memory.
6.0 Understand human emotions.
7.0 Comprehend the processes of attitude formation and change.
8.0 Know the psychological basis of management models in industries and organisations.
9.0 Understand the psychological of other nationals.
10.0 Know the psychological effects of health.
11.0 Know the methods of assessment in experimental psychology.

	Theoretical Content			Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
	General Objective 1: Appreciate the basis of human behaviour					
1-2	1. Define Psychology 2. Outline the development of Psychology. 3. Describe methods behaviour e.g testing experimental case study etc. 4. analyse the interplay between Psychology and other social sciences. 5. Identify motives for behaviour (drives, needs, instincts, etc)	Explain fully the meaning of Psychology. Diagrammatical outline and analyse the development of Psychology and human behavoiur	Textbook	Organise Student into group to experiment human behaviour.	Ask student to prepare a schedule showing the effect the Psychology on human behaviour	Templates Handouts
	General Objective 2. 0: Know the Development of behaviour					
3	1. Define cognitive development. 2. Analyse personality development. 3. Define self-concept. 4. Explain socialization and its agents 5. Describe the state of Development- infancy, Adolescence and puberty	Explain the concept of human development and behaviour.	Textbooks			

	Theoretical Content			Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
	General Objective: 3.0. Understand the principles of personality development					
4	1. Define personality. 2. State the models of personality. 3. explain conflict model. 4. Explain consistency model 5. Explain behaviourism	With a diagram, Explain the various models	Textbooks	List the various personality models	Lead the student to outline the various models Role-plays	handouts
	General Objective 4.0: Know the process of learning					
5	1. Define Learning. 2. List types of Learning. 3. State methods of learning	Explain in details the process of learning	Textbooks Guidelines			
	GENERAL OBJECTIVE: 5.0 Understand human memory					
6	1. Define memory. 2. Explain the following: short and long term memory. 3. Explain people forget.	Explain the process of human memory	Guidelines Textbooks			
	GENERAL OBJECTIVE 6.0 Understand human emotions					
7	6.1 Define Emotion 6.2 Define types of Emotions. 6.3 Explain casual factors of Emotions. 6.4 Examine expressions of Emotions.	Explain the various types of Emotion. Explain the factors emotion. Discuss the various expressions of emotion.	Visual examples, pictures, whiteboard, etc.	Use of emotions and most common ones	- Shows video Clips of different types of emotions	Video cassettes

	Theoretical Content			Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
	GENERAL OBJECTIVE 7.0 COMPREHEND THE PROCESS OF ALTITUDE FORMATION AND CHANGE.					
8-9	7.1 Describe development of attitudes. 7.2 Identify the components of attitude. 7.3 Analyse consistency theories of prejudice. 7.4 Explain change of attitude.	- Explain how attitudes are developed. - List the components of attitudes. - Explains the constituency theories of prejudice. - Explain change of attitudes.	Whiteboard Textbooks Handouts			
	General objective 8.0: Know the psychological basis of management models in industries and organisations					
10	8.1 Explain workers motivation, 8.2 Describe negotiation and bargaining power. 8.3 Analyse organisational crisis intervention. 8.4 Explain building of team harmony and cohesion. 8.5 Explain psychological models of management (autocratic, democratic and Laissez-faire)	- Explain worker motivation. - Explain negotiation and bargaining power. - Describe various organisational crisis. - Explain psychological models of management.	Whiteboard Textbooks			
	General Objective 9.0 Understand the psychology of other nations.					
11-12	9.1 Describe the psychology of Western nations USA, UK, etc. 9.2 Examine the psychology of Eastern bloc-USSR, China, etc 9.3 Describe the psychology of	- Explain the psychology of western nation. - Explain the psychology of eastern bloc. - Describe the psychology of Third	Textbooks Handouts			

	Theoretical Content			Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
	Third world countries Afro Asian people.	World countries.				
	General Objective 10.0 Know the psychological effects of health.					
13-14	10.1 Describe hypertension. 10.2 Explain coronary heart diseases. 10.3 Describe defence mechanisms. 10.4 State anxiety neurosis. 10.5 Explain fatigue, frustration and interest. 10.6 Examine psycho-social factors in health (poverty, hunger) 10.7 List coping mechanisms (relaxation, therapy, behavior modification).	- Explain hypertension - Explain coronary heart diseases. - Explain defense mechanisms. - Explain anxiety neurosis. - Explain fatigue, frustration, etc, - Explain psycho-social factors in health. - Explain coping mechanism.	Textbooks Brochures Diagrams, pictures, etc.			
	General Objective 11.0: Know the methods of assessment in experimental psychology.					
15	11.1 Explain reaction time 11.2 Identify achievement motivation. 11.3 Explain inter viewing 11.4 List psychological tools (TAT, Rorschach test, Bio-feed back Tachisto-scope)	- Explain reaction time - Explain achievement motivation. - Explain interviewing. - List psychological assessment tools.	Whiteboard Textbooks			

ASSESSMENT CRITERIA			
Coursework %	Course test %	Practical %	Other (Examination/project/portfolio) %
	50	50	

Principles of Economics I

PROGRAMME: ND BUSINESSADMIN AND MANAGEMENT				
Course: PRINCIPLES OF ECONOMICS I	Code: BAM 114	Credit Hours:	3 hours	
Semester: ONE	Pre-requisite:	Theoretical: Practical:	2 hours/week - 67% 1 hours/week - 33%	

Course main Aim/Goal

The course is designed to provide the student with an introduction to the basic principles of Economics.

General Objectives:

1. Know the scope of economics
2 Understand the price theory
3. Understand the theory of production
4. Know the factors affecting the location and regulation of industries.

	Theoretical Content			Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
	General Objective 1: Know the scope of Economics					
1-2	1.1 Define economics and the scope 1.2 State the limitation of the definition 1.3 Compare the views of the classical economist with the modern economist. 1.4 Relate economics to the physical sciences 1.5 Relate economics to other social sciences	• Explain the concept, scope and limitations of Economics. • Explain the classical and modern economics theories and relate them to physical and other social sciences.	Textbooks	Define economics and the scope State the limitation of the definition Compare the views of the classical economist with the modern economist.	Guide students on the basic economic problems and the issue of scarcity of resources etc. Use simple case study to examine basic economic issues	Internet and Relevant Websites Simple case study
	General Objective 2: Understand the price theory					
3-6	2.1 Explain the concept of demand 2.2 Explain the concept of supply 2.3 Explain the concept of price equilibrium 2.4 Explain the concept of utility 2.5 Explain the uses of utility 2.6 Explain price elasticity 2.7 Solve problems involving 2.6 2.8 Explain income elasticity 2.9 Solve problems involving 2.8	• Explain the concepts of demand and supply and Price Theory • Solve problems involving price and income elasticity • Conduct test.	Textbooks Graph papers Mathematical sets	Solve problems involving demand, supply, price equilibrium, utility and price elasticity. Solve problems involving income elasticity.	Guide students to solve problems involving 2.8 and 2.9	Graph paper, Mathematic sets. Internet and Relevant Websites

	Theoretical Content			Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
	General Objective 3: Understand the theory of production					

7-10	3.1 Define production
	
	3.2 Identify the factors of production
	
	      (a) Land
	      (b) Capital
	      (c) Labour
	      (d) Entrepreneur
	
	3.3 Explain the uses of each in 3.2
	
	3.4 Explain types of markets - perfect competition, monopoly, oligopoly, duopoly, monopoly and imperfect competition.
	
	3.5 List production functions: Long and short run cost
	
	      (a) Total cost
	      (b) Average cost
	      (c) marginal cost/
	      revenue
	
	3.6 Explain the law of diminishing returns
	
	3.7 Explain the law of variable proportion, increasing and decreasing returns, price and output determination under conditions of perfect and imperfect competition and monopoly.
	
	3.8 Explain profit maximization theory and equilibrium analysis; normal and supernormal profits.
		• Explain production, its factors nd their uses.
		
		• Explain types of markets
		
		• Describe different types of costs.
		
		• Explain the law of diminishing return and the law of variable proportion.
		
		• Explain profit maximization and the concept of equilibrium
		
		• Give assignment.
			Textbooks Graph papers	Solve problems (using graphs) involving perfect competition, monopoly, oligopoly, duopoly, monopoly and perfect competition.
				
				Solve problems (using graph) involving total cost, average cost, marginal cost/revenue.
					Guide students to solve problems involving different market conditions,.
					
					Guide students to solve problems involving different cost behaviour.
					
					Solve problems (using graph_ involving the laws of diminishing returns, variable proportion, increasing and decreasing returns. Price and output decisions under perfect competition and monopoly.
					
					Solve problems involving profit maximization, equilibrium analysis etc.
						Graph paper, maths sets etc.
						
						Graph paper,
						
						Maths sets etc.
						
						Internet and Relevant Websites

	Theoretical Content			Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
	General Objective 4: Know the factors affecting the location and regulation of industries					
11-15	4.1 Explain what industry is 4.2 Recognize the factors that influence the location of industry 4.3 Explain mergers and acquisitions 4.4 Explain restrictive industry practices 4.5 Explain government/industry relationships 4.6 Explain government policies on location of industry.	• Explain industry and factors that influences its location. • Explain merger and acquisitions. • Explain government policies on location of industry. • Conduct test.	Textbooks	Visit local industries and determine factors that determine their locations. Visit govt. agencies and know the regulations guiding the operations of industry in your locality.	Take students to local industries and govt. agencies to determine factors determining their locations and regulations.	Internet and Relevant Websites

ASSESSMENT CRITERIA			
Coursework 50%	**Course test 25%**	**Practical 25%**	**Other** (Examination/project/portfolio) **%**

Competency: On completing the course, the student should be able to understand/estimate/define/etc.….

Template_Nigeria

Web Page Design

PROGRAMME: ND Office Technology and Management			
Course: WebPage Design	Code: OTM 221	Credit Unit:	8 hours
Semester: 4	Pre-requisite: ICT I & ICT II	Theoretical: Practical:	1 hours/week - 17 % 7 hours/week - 73 %

Aim/Goal: This module is designed to enable students to understand the importance of designing webpages for modern offices
 	
General Objectives:
 	
    1. Understand the principles of Web Page Design
    2. Introduce students to the use of a WebPage software application			

	Theoretical Content			Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
	General Objective 1: Understand the principles of Web Page Design					
1-6	**State** the importance of websites for businesses.	**Explain** the different types of websites and information delivery using the Internet. **Briefly** explain the concepts of e-commerce and e-business, and the role of successful webpage production to achieve online business success and delivering information online.	Hands-out Examples	**Advantages** of using software to create, link and format simple web pages. • Identify and use of appropriate software correctly • Find MS Front Page in the windows environment (when using Windows 98, 2000 or XP)	Explain differences, advantages and disadvantages between software available for the task (eg HTML editor/text editor & browser software). Group students and produce a game where they select the right software for specific tasks. Student group presentations explaining the reason why preferring a software for a specific task.	2 printers available per computer lab. * MS Front Page application available in each computer
	General Objective 2: Introduce students to the use of a WebPage software applications					
7-15	**State** the importance of testing websites to follow international standards for webpage design	**Explain** the importance of applying different tests to assure international standards in web design, usability and accessibility standards.	Hand-outs 'Bobby' URL URLs explaining latest guidelines and international web design standards, etc.(i.e.: http://www.w3.org/WAI/)	**Identify** methods for developing simple web pages. • Import and paste text and image files • Align page items • Use of 3 different font sizes • Change background colour • Emphasise text • Edit text • Control text flow • Alignment of page items to the left, right and centre	Explain the basic mechanism of web page formatting (HTML tags). Explain how to import/insert and image into a web page using the chosen software, and following copyrights. Explain how to emphasise texts (bold, italic), and to set the font size for specific text, following international and accessibility standards). Demonstrate how to set background colour and differences between	2 printers available per computer lab. * MS Word and DeskTop Publishing for Windows hand-out support material * Microsoft word and Desktop Publishing applications available in each computer

	Theoretical Content			Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
				Use of E-mail hyperlinks • Link pages • Insert external links • Insert Email link • Test links • Insert link text • Retain original data formatting **Understand** the document management techniques for the chosen software • Create a new document • Save document • Print web pages • Print html source code • Close document • Publish web pages on local and public search engines Show 'Bobby' testing website for successful website design. Emphasise the importance of getting copyright permission	background colour and background image (following international and accessibility standards). Explain the correct use and format of basic hypertext links. Show the correct use of external hyperlinks using *http*: and *mailto:* Explain the importance of testing that hyperlink function correctly. Show the effects pf editing HTML format code on the browser display. Explain the need to **refresh** or **reload** web pages after editing. Explain and demonstrate the main management techniques of file menu, open, save, save as, close). Explain the basic structure of basic structure of an HTML page. Show how to print from the chosen browser software using default print settings.	Hand-outs Guidelines

	Theoretical Content			Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
				when appropriate.	Explain the importance of Meta tags to define content. Show how to select and publish a pre-designed web page. Group students and set tasks to produce a simple webpage for a fictitious business following standards, principles and guidelines. Group students ask them to test their website development. Promote student discussions to reflect upon Dos and Dont's when designing webpages for businesses. Produce in group a list of key guidelines for designing successful web pages.	

ASSESSMENT CRITERIA			
Coursework %	Course test %	Practical %	Other (Examination/project/portfolio) %
25		25	Project 50%

Communication Skills

PROGRAMME: ND Office Technology and Management			
Course: Communication Skills	Code: OTM 222	Credit Hours:	4 hours
Semester: 4	Pre-requisite:	Theoretical: Practical:	1 hours/week - 25 % 3 hours/week - 75 %

Course main Aim/Goal: The module is designed to assist the student to interact positively with employers, colleagues, customers etc in the work environment.

General Objectives:

1.0 Know how to interact with people in the work environment.
2.0 Know how to maintain a good image.
3.0 Know how to maintain a good disposition/and maintain stability.
4.0 Know how to develop listening skills.
5.0 Know the rules & regulations guiding the profession (office ethics).
6.0 Know office politics and when to apply them.

	Theoretical Content			Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
	General Objective 1.0: Know how to interact with people in the work environment					
1-3	1.1 Explain relationships in work environment. 1.2 List various ways colleagues can be addressed in the office. 1.3 Deal with difficult persons. 1.4 Evaluate interactions with colleagues, etc.	- Explain relationships in work environment. - Explain how workers can be addressed (established patterns). - Explain how to deal with difficult persons. - Emphases the need to be pleasant and business like. - Emphasise the need to evaluate interaction with people.	Chalkboard Posters Graphics White-boards	Organize role plays in the work environment	Student guided role play activities Case-studies	Films Video Cassette, etc
	General Objective 2.0: Know how to maintain a good image.					
4-5	2.1 Maintain a good image. 2.2 Display a positive attitude in the office 2.3 Dress appropriately. 2.4 Be competent in the profession.	- Explain the importance of the secretary's image in an organisation. - Explain the general attitudes to be displayed by the secretary. - Explain the importance of physical appearance. - Explain the importance of competency and intelligence in the profession.	Ditto	Read, copy, write and transcribe dictated passages.	Ditto	Ditto

	Theoretical Content			Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
	General Objective 3.0: Know how to maintain a good disposition.					
6-7	3.1 Maintain a pleasant working relationship with people. 3.2 Display maturity when working under stress, or within short notices. 3.3 Maintain a well integrated personality.	- Explain why it is necessary to maintain a pleasant working atmosphere. - Explain how to handle tasks within short times. - Explain how to avoid unpleasant situations.	Ditto Shorthand laboratory and typewriter and PCs	Demonstrate transcription and proofreading techniques.	Demonstrate and assess student activities (role-plays and case-studies).	Ditto
	General Objective 4.0: Know how to develop listening skills.					
8-9	4.1 Listen attentively. 4.2 Take notes when a speaker is speaking. 4.3 Ask questions for clarification.	- Emphasise the need to listen attentively. - Emphasise the need to take notes when the speaker in speaking. - Emphasise the need to ask questions to clarify instructions.	Chalkboard Posters White-boards Reading materials handouts	4.1 Students listen to radio and also watch clips on attentive listening.	- Organise films. - Play cassettes. - Guide student activities	Audio tapes Cassette tape Recorder/Player Video tapes Television VCR Reporters note Book Pens

	Theoretical Content			Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
	General Objective 5.0: Know the rules and regulations guiding the profession.					
10-13				5.1 Exhibit basic courtesy as an integral part of work habits. 5.2 How to deal with both genders in the workplace (male and female) 5.3 How to maintain a proper degree of formality and respect with staff and visitors. 5.4. Professional relationships: how to recognise and deal with different type of harassments	- Explain basic courtesy as an integral part of work habit. - Describe the proper level and degree of formality and respect with staff/visitors/colleagues and supervisors - Role plays and case studies	Films Video CD Clips Class handouts
	General Objective 6.0: Know the office politics and when to apply them.					
14-15	6.1 Explain office politics. 6.2 Explain the political structure of an office. 6.3 Explain the importance of political structures in a working environment 6.4 List beneficial office politics in the office.	- Explain office politics.. - Give example of political structures. - Explain why it is important to know the organisational structure when dealing with people. - Point out office politics that can be useful to an office professional	White board Handouts	Show students organizational chart and explain the politics within it.	Student activities recognizing organizational chart Group discussions	Organisational charts Handouts

ASSESSMENT CRITERIA			
Coursework	**Course test**	**Practical**	**Other** (Examination/project/portfolio
30%	**%**	**%**	**70%**

Project

Programme: (National Diploma)			
Course: Project	Course Code: OTM 225	Total Hours:	6
Year: 2 Semester: 4	Pre-requisite:	Theoretical: Practical:	0 hours /week 6 hours /week

Goal: This course is designed to enable the student to undertake an individual project and write a report on it.

General Objectives: On completion of this course, the diplomate should be able to:

1. Research a chosen topic at ND level from available sources.
2. Collect data on the chosen topic.
3. Produce a report on the chosen topic.

	Theoretical Content			Practical Content		
Week	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
	General Objective 1: Research a chosen topic at ND level from available sources.					
1	1.1 Choose, under guidance, an appropriate topic of interest.	Provide guidance in finding suitable topics.	Textbooks Lecture Notes Internet	Selection of a topic of interest.	Provide guidance in finding suitable topics.	Textbooks Lecture Notes Internet
2	1.2 Research a chosen topic from available sources.	Provide guidance in finding suitable sources.	Textbooks Lecture Notes Internet	Demonstrate research ability	Provide guidance in finding suitable sources.	Textbooks Lecture Notes Internet
3	1.2 (continued) Research a chosen topic from available sources.	Provide guidance in finding suitable sources.	Textbooks Lecture Notes Internet	Demonstrate research ability	Provide guidance in finding suitable sources.	Textbooks Lecture Notes Internet
4	1.2 (continued) Research a chosen topic from available sources.	Provide guidance in finding suitable sources.	Textbooks Lecture Notes Internet	Demonstrate research ability	Provide guidance in finding suitable sources.	Textbooks Lecture Notes Internet
	General Objective 2: Collect data on the chosen topic.					
5	2.1 Collect data on the chosen topic from available sources.	Provide guidance in collecting data	Textbooks Lecture Notes Internet	Demonstrate ability to collect data	Provide guidance in collecting data.	Textbooks Lecture Notes Internet

	Theoretical Content			Practical Content		
Week	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
6	2.1 (continued) Collect data on the chosen topic from available sources.	Provide guidance in collecting data	Textbooks Lecture Notes Internet	Demonstrate ability to collect data	Provide guidance in collecting data.	Textbooks Lecture Notes Internet
7	2.1 (continued) Collect data on the chosen topic from available sources.	Provide guidance in collecting data	Textbooks Lecture Notes Internet	Demonstrate ability to collect data	Provide guidance in collecting data.	Textbooks Lecture Notes Internet
8	2.1 (continued) Collect data on the chosen topic from available sources.	Provide guidance in collecting data	Textbooks Lecture Notes Internet	Demonstrate ability to collect data	Provide guidance in collecting data.	Textbooks Lecture Notes Internet
9	2.1 (continued) Collect data on the chosen topic from available sources.	Provide guidance in collecting data	Textbooks Lecture Notes Internet	Demonstrate ability to collect data	Provide guidance in collecting data.	Textbooks Lecture Notes Internet
	General Objective 3: Produce a report on the chosen topic.					
10	3.1 Produce a report on the chosen topic.	Provide guidance in report writing	Textbooks Lecture Notes Internet	Demonstrate ability in report writing	Provide guidance in report writing	Textbooks Lecture Notes Internet

	Theoretical Content			Practical Content		
Week	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
11	3.1 (continued) Produce a report on the chosen topic.	Provide guidance in report writing	Textbooks Lecture Notes Internet	Demonstrate ability in report writing	Provide guidance in report writing	Textbooks Lecture Notes Internet
12	3.1 (continued) Produce a report on the chosen topic.	Provide guidance in report writing	Textbooks Lecture Notes Internet	Demonstrate ability in report writing	Provide guidance in report writing	Textbooks Lecture Notes Internet
13	3.1 (continued) Produce a report on the chosen topic.	Provide guidance in report writing	Textbooks Lecture Notes Internet	Demonstrate ability in report writing	Provide guidance in report writing	Textbooks Lecture Notes Internet
14	3.1 (continued) Produce a report on the chosen topic.	Provide guidance in report writing	Textbooks Lecture Notes Internet	Demonstrate ability in report writing	Provide guidance in report writing	Textbooks Lecture Notes Internet
15	3.1 (continued) Produce a report on the chosen topic.	Provide guidance in report writing	Textbooks Lecture Notes Internet	Demonstrate ability in report writing	Provide guidance in report writing	Textbooks Lecture Notes Internet

Assessment: Give details of assignments to be used:

Coursework/ Assignments %; Course test %; Practical %; Projects %; Examination %

Type of Assessment	Purpose and Nature of Assessment	Weighting (%)
Examination	Final Examination (written) to assess knowledge and understanding	0
Test	0 progress tests	0
Practical	Report of 20 - 30 pages length	100
Total		100

Recommended Textbooks & References:

Small Business Management I

Programme: (National Diploma)			
Course: Small Business Management I	Course Code: OTM 226	Total Hours:	2
Year: 2 Semester: 4	Pre-requisite:	Theoretical: Practical:	1 hour /week 1 hour /week

Goal: This course is designed to provide the student with the basic knowledge on the various tools used in the management of small-scale businesses.

General Objectives: On completion of this course, the diplomate will be able to:

1. Understand the nature of small-scale enterprises.
2. Understand the legal framework for small-scale enterprises.
3. Understand the role of governments in small-scale enterprises in Nigeria
4. Understand a business plan for a small-scale business enterprise.
5. Understand marketing management in a small business enterprise
6. Understand the general concept of production management
7. Know human capital needs for an enterprise

	Theoretical Content			Practical Content		
Week	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
	General Objective 1: Understand the nature of small-scale enterprises.					
1	1.1 Define the range and scope of a small business. 1.2 Explain the importance of a small business. 1.3 Describe the problems associated with small business operations.	Explain range, scope and importance of a small scale business. Explain problems associated with small business operations.	Text Books Journals Publications	Select a small business enterprise and indicate its signs of success and failures. Use case studies based on a local organisation.	Guide students in identifying range, scope and importance of a small scale business.	Internet and relevant websites Guest speaker on small businesses
2	1.4 Describe types of businesses that could be run on a small scale. 1.5 Describe the merits and demerits of being self-employed. 1.6 Identify the starting problems and signs of failure of a small business	Explain types of businesses that could be run on small scale, their associated problems and signs of failure during operations. Explain wage employment and self employment. Explain the merits and demerits of self employment.	Text Books Journals Publications	Select a small business enterprise and indicate its signs of success and failures. Use case studies based on a local organisation.	Guide students in identifying types of businesses that could be run on small scale, their associated problems and signs of failure during operations.	Internet and relevant websites Guest speaker on small businesses
	General Objective 2: Understand the legal framework for small-scale enterprises.					
3	2.1 Explain the types of business organization. 2.2 Identify the legal form of business.	Explain the types of business organization Explain legal formation and regulatory status of small business. Explain environmental factors of business.	Text Books Journals Publications	Use CAMB to explain the regulatory frame work of small business. Group work to set up a small business - realistic scenarios Use of relevant documentation taken from the internet.	Guide students to identify the legal formation and regulatory status of small business.	Internet and relevant websites

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	Theoretical Content			Practical Content		
Week	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
4	2.3 Describe the environmental factors of business - law of sales, licenses, failure signs, etc. 2.4 Explain regulatory status and formation of small business.	Explain legal formation and regulatory status of small business. Explain environmental factors of business.	Text Books Journals Publications	Use CAMB to explain the regulatory frame work of small business. Group work to set up a small business - realistic scenarios Use of relevant documentation taken from the internet.	Guide students to identify the environmental factors of business.	Internet and relevant websites
	General Objective 3: Understand the role of governments in small-scale enterprises in Nigeria					
5	3.1 Explain government policies for small enterprises development. 3.2 Explain the effects of government policies on direct and indirect assistance to small businesses	Explain government policies for small enterprises development and effects of the policies on direct and indirect assistance to these enterprises.	Text Books Journals Publications	Identify government policies and their effects on small scale business.	Guide students to evaluate the contributions of the promoting bodies (IDC, NASA, NERFUND, NDE, NAPEP etc to growth of small business in Nigeria.	Internet and relevant websites

6	3.3 State the role of the following institutions in promoting small enterprises
	
	    (a) Industrial Development Centre (IDC)
	
	    (b) State Ministries of Commerce and Industries.
		Explain the following institutions and their roles in promoting small scale enterprises.
		
		- IDC, State Ministries of Commerce, State Export Promotion Committees, CMD, NDE, NAPPEP, CIRD NERFUND NACRDB, NEPC NASSI, NASME, etc
			Text Books
			
			Journals
			
			Publications
				Identify and explain beneficiaries of the bodies. Promotion SME in Nigeria.	Guide students to evaluate the contributions of the promoting bodies (IDC, NASA, NERFUND, NDE, NAPEP etc to growth of small business in Nigeria.	Internet and relevant websites

	Theoretical Content			Practical Content		
Week	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
	(c) State Export Promotion Committees. (d) Centre for Management Development (CMD) (e) National Directorate of Employment (NDE) (f) NAPPEP (g) CIRD (h) NERFUND (i) NACRDB, NEPC (j) NASSI, NASME, etc					
	General Objective 4: Understand a business plan for a small-scale business enterprise.					
7	4.1 Explain business plan. 4.2 Explain the purpose of business plan 4.3 Identify the components of a business plan from project development up to project cost.	Explain business Plan, its purpose and components from project development to project cost.	Text Books Journals Publications	Identify business plan. Identify how to plan in small business. Formulate a business plan for a particular project.	Guide students to:- Work in pairs to develop a relevant business plan. Refer to business planning information on the internet Present the plans and justify the goals	Internet and relevant websites
8	4.4 State the necessary steps in carrying out financial analysis and planning for a small	Explain steps in carrying out financial analysis and planning for a small business.	Text Books Journals	Identify business plan. Identify how to plan in	Guide students to:- Work in pairs to develop a relevant	Internet and relevant websites

	Theoretical Content			Practical Content		
Week	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
	business 4.5 Compare personal goal and business goals. 4.6 Identify influences of family goals in business goals	Explain personal goals and business goals. Explain influences of family goals in business goals. Invite a successful entrepreneur to give a talk.	Publications	small business. Formulate a business plan for a particular project.	business plan. Refer to business planning information on the internet Present the plans and justify the goals	
	General Objective 5: Understand marketing management in a small business enterprise					
9	5.1 Understand the basic concept of marketing. 5.2 Identify the steps in conducting market surveys to determine demand and supply for particular products. 5.3 Identify markets for specific products.	Explain basic concepts of marketing. Explain steps in conducting marketing survey to determine demand and supply for particular products. Explain how to identify markets for specific products.	Text Books Journals Publications	Identify the process of conducting a marketing survey. Identify appropriate training strategies for products produced on a small scale.	Guide students to use the internet to identify the marketing needs of small business enterprises.	Internet and relevant websites
10	5.4 Identify channels of distribution for a selected product or service. 5.5 Explain the promotional and sales activities for a selected product or service 5.6 Explain appropriate pricing strategies	Explain channels of distribution for a selected product or service. Explain promotional and sales activities for a selected product or service Explain appropriate pricing strategies	Text Books Journals Publications	Identify the process of conducting a marketing survey. Identify appropriate training strategies for products produced on a small scale.	Guide students to use the internet to identify the marketing needs of small business enterprises.	Internet and relevant websites

	Theoretical Content			Practical Content		
Week	**Specific Learning Outcomes**	**Teacher's activities**	**Resources**	**Specific Learning Outcomes**	**Teacher's activities**	**Resources**
	General Objective 6: Understand the general concept of production management					
11	6.1 Explain the basic concepts of production 6.2 Explain choice of appropriate technology 6.3 Identify types and sources of machinery and equipment. 6.4 Explain the installed capacity. 6.5 Explain the utilized capacity.	Explain the basic concepts of production Explain choice of appropriate technology Explain types and sources of machinery and equipment, their installed and utilized capacity.	Text Books Journals Publications Sample business	Identify appropriate technology for different types of SME. Identify sources of machinery and material from the internet. Identify appropriate locations and their problems for SMES	Guide students to prepare a case study on the location of an industry and factory layout Oversee group work and guide reference to relevant web sites	Internet and relevant websites
12	6.6 Identify sources of raw materials. 6.7 Describe factory location and factors in the selection of site. 6.8 Describe factory layout. 6.9 Explain plant and machinery maintenance. 6.10 Explain Plan and scheduling.	Explain sources of raw materials. Explain factory location, its layout and safety measures. Explain Plant and machinery maintenance. Explain plan and scheduling.	Text Books Journals Publications Sample business	Identify appropriate technology for different types of SME. Identify sources of machinery and material from the internet. Identify appropriate locations and their problems for SMES	Guide students to prepare a case study on the location of an industry and factory layout Oversee group work and guide reference to relevant web sites	Internet and relevant websites

	Theoretical Content			Practical Content		
Week	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
13	6.11 Explain quality control issues. 6.12 Explain factory safety measures. 6.13 Identify problems of production in the Nigerian situation. 6.14 Explain how to cope with production problems in Nigeria.	Explain quality control. Explain problems of production in the Nigerian situation and how to cope with them. Organise a field trip to a successful small business establishment.	Text Books Journals Publications Sample business	Identify appropriate technology for different types of SME. Identify sources of machinery and material from the internet. Identify appropriate locations and their problems for SMES	Guide students to prepare a case study on the location of an industry and factory layout Oversee group work and guide reference to relevant web sites	Internet and relevant websites
	General Objective 7: Know human capital needs for an enterprise					
14	7.1 Identify human capital needs for an enterprise. 7.2 Explain recruitment procedures. 7.3 Explain need for training of workers. 7.4 Explain how to motivate workers.	Explain human capital management and its needs for small business enterprises. Explain recruitment procedures	Text Books Journals Publications Cardboard	Identify the recruitment compensation and training procedures of workers in SMES. Identify problems of human capital management and how to solve them in SMEs	Guide students to prepare organizational charts for SME and how to forecast their employment needs.	Internet and relevant websites
15	7.5 Explain how to compensate workers. 7.6 Explain organization of work force, organizational chart. 7.7 Explain problems of human capital management in small business	Explain need for training of workers. Explain how to motivate. and compensate workers Explain organization of work force. Guide students to prepare organizational, chart for a small	Text Books Journals Publications Cardboard	Identify the recruitment compensation and training procedures of workers in SMES. Identify problems of human capital management and how to solve them in SMEs	Guide students to prepare organizational charts for SME and how to forecast their employment needs.	Internet and relevant websites

	Theoretical Content			Practical Content		
Week	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
	enterprises. 7.8 Explain how to cope with the problems of human capital management.	business enterprise. Explain problems of human capital management in small business enterprises and how to cope with them.				

Assessment: Give details of assignments to be used:

Coursework/ Assignments %; Course test %; Practical %; Project %; Examination %

Type of Assessment	Purpose and Nature of Assessment	Weighting (%)
Examination	Final Examination (written) to assess knowledge and understanding	0
Test	At least 1 progress test for feed back.	25
Practical / Project	Project with group (25%) and individual (50%) components to be assessed by the teacher	75
Total		100

Social Psychology

PROGRAMME:HND LEISURE AND TOURISM MANAGEMENT			
Course: SOCIAL PSYCHOLOGY	Code: LTM 327	Credit Hours:	3 hours
Semester: two	Pre-requisite:	Theoretical: Practical:	2 hours/week - 33% 1 hours/week - 67%

Goal:

The course is designed to enable the student understand the dynamics of human behaviour in order to be able to adjust to situations and work effectively with others.

General Objectives: On completion of this course the student should be able to:-

1. Appreciate the basis of human behaviour
2. Know the development of behaviour
3. Understand the principles of personality development
4. Know the processes of learning
5. Understand human emotions
6. Comprehend the processes of attitude formation and change
7. Know the psychological effects of health.

	Theoretical Content			Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
	General Objective 1: Appreciate the basis of human behaviour					
1	1.1 Define Psychology 1.2 Trace the development of psychology as efforts to understand human behaviour.	• Explain psychology and its historical development.	Textbooks	Explain methods of studying human behaviour. Identify motives for behaviour (drives, needs, instincts, etc.)	Explain self evaluation exercise for students - what motivates them? Consider aspects of behaviour that is important for motivation and perception. Guidance on the use of case studies	Case studies on personal motivation Self Evaluation Questionnaire.
2	1.3 Explain methods of studying human behaviour. 1.4 Explain the interplay between psychology and other social sciences - Sociology, Economics, etc.	• Explain methods of studying human behaviour. • Describe the relationship of psychology to other social sciences.				
3	1.5 Identify motives for behaviour (drives, needs, instincts, etc.)	• Explain motives for human behaviour.				
	General Objective 2: Know the development of behaviour					
4	2.1 Define cognitive development 2.2 Explain personality development. 2.3 Define self-concept.	• Explain the concepts: cognitive development, personality and self. • Explain socialisation and its agents.	Textbooks Pictures	Explain the states of development - infancy, adolescent and puberty.	Use pictures to perception and stages of development	Take the student to a festive home and study development of behaviour.

	Theoretical Content			Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
5	2.4 Explain socialization and its agents. 2.5 Explain the states of development - infancy, adolescent and puberty. 2.6 Explain perception.	• Explain stages of development. • Demonstrate perception using pictures. • Give assignment		Explain perception. Explain personality development		
	General Objective 3: Understand the principles of personality development					
6	3.1 Define personality. 3.2 Explain models of personality	• Explain personality and its models.	Textbooks		Guide the students to apply the models of personality on their behaviour	
7	3.3 Explain behaviourism.	• Explain behaviourism • Conduct test.				
	General Objective 4: Know the process of learning					
8	4.1 Define learning. 4.2 List types of learning	• Explain learning theories	Textbooks	Define learning. List types of learning	Apply learning theories to real life situation using animals or human beings.	Use internet to obtain real life situations
9	4.3 State methods of learning			State methods of learning		
	General Objective 5: Understand human emotions					
10	5.1 Define emotion. 5.2 Define types of emotion	• Explain emotion and part of the train that controls emotions. • Explain types of emotions.	Textbooks Diagrams of human brain.	Define emotion. Define types of emotion	The students should undertake a visit a psychiatric institution for practical exposition to emotion	Use of arranged visit - planned development

	Theoretical Content			Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
	General Objective 6: Comprehend the process of attitude formation and change					
11	6.1 Explain attitude formation 6.2 Identify the components of attitude.	• Explain attitude formation and its components. • Describe causes of change in attitude.	Textbooks	Identify the components of attitude.	Guidance on the link between attitude and motivation. Reference to theories of motivation. Use of an attitude survey.	Use of business scenarios and problems to identify the impact of poor attitude and low motivation. Problem solving activities.
12	6.3 Explain change of attitudes. 6.4 Define motivation. 6.5 Explain theories of motivation.	• Explain the various motivational theories.		Explain change of attitudes. Define motivation. Explain theories of motivation.		
	General Objective 7: Know the psychological effects of health					
13	7.1 Define health 7.2 Explain causes of ill health. 7.3 Explain fatigue, frustration and interest	• Explain health. • Explain causes of ill health and their manifestations	Textbooks	Explain causes of ill health. Explain fatigue, frustration and interest	Invite a para-medical staff to deliver a lecture on ill health, fatigue, frustration etc.	
14	7.4 Explain psycho-social factors in health (poverty hunger)	• Explain psycho-social factors in health. • Conduct test.		Explain psycho-social factors in health (poverty hunger)		
15	7.5 Explain coping mechanism, (relaxation therapy, behaviour modification).					

ASSESSMENT CRITERIA			
Coursework **50%**	**Course test** **25%**	**Practical** **25%**	**Other** (Examination/project/portfolio) **%**
Competency: On completing the course, the student should be able to understand/estimate/define/etc….			

Recommended Textbooks & References: