

CONTENTS

ADMINISTRATIVE PRINCIPLES AND PRACTICES - DIPLOMA

	Page
Introduction	2
Rationale	3
General Course Outline	4

SYLLABUS

1. Electronic Document Preparation & Management I & II	7
2. English I & II	15
3. Communications I & II	18
4. Office Administration I & II	21
5. Principles of Accounts I & II	25
6. Economics I & II	30
7. Environmental Relations	34
8. Business Mathematics	35
9. Introduction to Human Resources Management & Administrative Law	37

GOVERNMENT TECHNICAL INSTITUTE

DEPARTMENT OF BUSINESS

COURSE OUTLINE

FEBRUARY 2010

ADMINISTRATIVE PRINCIPLES AND PRACTICES

DIPLOMA

INTRODUCTION

A successful student who has attained a minimum pass of sixty percent (60%) in each subject and a minimum of eighty percent (80%) attendance will be awarded a Diploma.

Students gaining access into the evening programme must be 18 years and older. At least two (2) years of working experiences (preferably in an administrative position) is needed to qualify for placement in the evening programme.

GOVERNMENT TECHNICAL INSTITUTE

DEPARTMENT OF BUSINESS

ADMINISTRATIVE PRINCIPLES AND PRACTICES

DIPLOMA

RATIONALE FOR THE PROGRAMME

The philosophy of this programme is to train students for a career in the corporate world primarily in secretarial fields. The main objective is to facilitate extended opportunities for students by retraining for a new career and to develop an interest in any new field.

With the emergence of new technologies and more efficient ways of doing things, the need to recommend an update of the secretarial science programme has become necessary. In consultation with personnel from HeartTrust Jamaica sought an indication that there is no longer the need to train secretaries but rather administrative assistants who can substitute the roles of administrators. This programme is re-designed to cater for changes in roles and functions.

In addition, employers, students and professional bodies continue to question the relevance of the programme as currently constituted. Special emphasis is paid in the reconstruction of this programme on the subjects of shorthand and typewriting, which are believed to have become obsolete due to the emergence of new technologies.

ADMINISTRATIVE PRINCIPLES AND PRACTICES
DIPLOMA

TWO YEAR PROGRAMME – FULL TIME / PART TIME

FULL TIME

First Year

Subjects	Lecture Hours per week
1. Electronic Document Preparation & Management I	4 ½ hrs
2. English Language I	3 hrs
3. Communications I	3 hrs
4. Office Administration I	3 hrs
5. Principles of Accounts I	3 hrs
6. Economics I	3 hrs
7. Business Mathematics	3 hrs
8. Environmental Relations	1 ½ hrs
9. Introduction to Human Resources Management & Administrative Law	1 ½ hrs
TOTAL	<u>25 ½ hrs</u>

Second Year

Subjects	Lecture Hours per week
1. Electronic Document Preparation & Management II	6 hrs
2. English Language II	3 hrs
3. Communication II	3 hrs
4. Office Administration II	3 hrs
5. Principles of Accounts II	3 hrs
6. Economics II	3 hrs
7. Introduction to Human Resources Management & Administrative Law	3 hrs
TOTAL	<u>24 hrs</u>

EVENING

First Year

Subjects	Lecture Hours per week
1. Electronic Document Preparation & Management I	4 hrs
2. English Language I	2 hrs
3. Communications I	2 hrs
4. Office Administration I	2 hrs
5. Principles of Accounts I	2 hrs
6. Economics I	2 hrs
7. Environmental Studies	1 hr
8. Introduction to Human Resources Management & Administrative Law	1 hr
TOTAL	<u>16 hrs</u>

Second Year

Subjects	Lecture Hours per week
1. Electronic Document Preparation & Management II	3 hrs
2. English Language II	2 hrs
3. Communication II	2 hrs
4. Office Administration II	2 hrs
5. Principles of Accounts II	2 hrs
6. Economics II	2 hrs
7. Introduction to Human Resources Management & Administrative Law	2 hrs
TOTAL	<u>15 hrs</u>

EXAMINATION REQUIREMENTS

Scale of Assessment

Class work 20%
Home work 10%
Examination 70%

Grade

Distinction A - 80% -90%
Credit – B 60% -79%
Pass – C 45% - 59%
Fail – D 0% - 44%

Promotion to the second year programmes will be granted if the student gains 45% of the total possible marks during the year in each subject; and 80% of the possible attendance at lecturers and tutorial sessions. The Principal reserves the right to make promotional decisions in any other cases. Eligibility for supplemental examinations requires the student to fail the maximum of two subjects.

METHOD

Students will be exposed to lectures, class discussions, field trips, projects, and audio and visual displays.

Electronic Document Preparation & Management I

This course is aimed at developing the fundamentals of skills in typing speeds, neatness and accuracy with the use of the computer. Attention is paid to higher speed, accuracy, presentation and the typing of advanced work and special display. At the end of the course the student should be able to type at the rate of no less than 50 – 60 words per minute as well as produce well displayed work utilizing computer software programmes.

UNIT 1: Fundamentals of Computing Concepts

- (i) Introduction to Computers
 - Definitions
 - Input & output devices, system unit, secondary storage unit
- (ii) Communication devices and media
- (iii) Operating system software
- (iv) Application system software
- (v) Common operating systems common application software
- (vi) General care of computers

UNIT 2: Keyboard Learning

- Posture
- Correct Operation
- Line spacing and margins
- Correct fingering
- The Home Keys
- Paragraphs (Blocked and Indented)
- The figure row – signs and symbols
- Underscoring and underlining
- Typing measurements, weights and sums of money
- Open and full punctuations
- Spacing
- Combination signs and special characters
- Paper sizes and Margins

UNIT 3: File Management

- (i) Maintaining an electronic filing system
- (ii) Manipulate the system to move or delete text
- (iii) Protect the integrity of files
- (iv) Move around within a document using special keys

UNIT 4: Selection and Use of Stationery

- (i) Identify types, sizes and layout of paper
- (ii) Identify various types of envelopes
- (iii) Select and use appropriate stationery for a given assignment (letter, memo, copy paper, forms, labels, index cards, document covers and templates)

UNIT 5: Production – Principles

- (i) Guidelines for formatting documents (guidelines for font types, styles, sizes, colour and effects for business documents, bold, underline, italics)
- (ii) Justification formats for various documents (line-spacing, alignments, bullets and numbering, symbols, borders and shading, background)
- (iii) Correct spacing after punctuation marks (full-stop, comma, semi-colon, colon, question mark, explanation mark, apostrophe, parenthesis, quotation marks)
- (iv) Interpret and apply manuscript signs (spaced caps, stet, run on, delete, transpose, NP, insert, indent, lower and upper case)
- (v) Types of headings (main head, sub-head, shoulder, paragraph, marginal)
- (vi) Prepare transcript from manuscript or typed notes using accepted rules (rules governing paragraphs of blocked, indented and hanging paragraphs; abbreviations, typing of figures and ellipsis)
- (vii) Edit various types of documents
 - (a) proof reading, correcting errors on screen
 - (b) Application techniques such as cut, copy, paste, move, search, find and replace, add and delete, spelling and grammar check, thesaurus, font type, type over and insert mode.
- (viii) Judge placement of texts in terms of line spacing and margins (vertical and horizontal margins, line spacing, print preview)
- (ix) Print transcript using appropriate stationery (copy sizes)

UNIT 6: Accuracy, speed development, centering

- Accuracy and speed development
- Centering headings
- Spaced capitals
- Backspace method of centering
- Control drills

UNIT 7: Correction of errors, typing from manuscript

- Correction of errors
- Proofreading

- Typing from manuscript
- Abbreviations used in drafting documents
- Correction signs
- Manuscript material for typing

UNIT 8: Memorandums, error clinic, forms and form completion

- Memorandums
- Error clinic
- Forms
- Form completion
- Form letters
- Circular letters and memos

UNIT 9: Microsoft Word

- *Inserting and Modifying Text*
 - (i) Copying and Moving text
 - (ii) Applying and modifying text formats
 - (iii) Spell checking
 - (iv) Applying font and text effects
 - (v) Enter and format date and time
 - (vi) Apply character styles
- *Creating and Modifying paragraphs*
 - (i) Modifying paragraphs formats
 - (ii) Set and modify tabs
 - (iii) Apply bullets, outline and numbering format to paragraphs
 - (iv) Applying paragraph styles
- *Formatting Documents*
 - (i) Create and modify a header and footer
 - (ii) Apply and modify column settings
 - (iii) Modify document layout and page setup options
 - (iv) Create and modify tables
 - (v) Preview and print documents, envelopes and labels
- *Managing Documents*
 - (i) Manage files and folders for documents
 - (ii) Create documents using templates
 - (iii) Save documents using different names and file formats
- *Working with graphics*
 - (i) Insert images, graphics, diagrams and charts

UNIT 8: Microsoft Excel

- *Working with Cells and cell data*
 - (i) Insert, delete and move cells
 - (ii) Enter and edit cell data including text, numbers and formulas
 - (iii) Spell check
 - (iv) Find and replace all data and formats
 - (v) Work with a subset of data by filtering lists
- *Managing and modifying workbooks*
 - (i) Manage workbooks, files and folders
 - (ii) Create workbooks using templates
 - (iii) Save workbooks using different names and file formats
 - (iv) Insert and delete worksheets
 - (v) Modify worksheet names and positions
- *Formatting and printing worksheets*
 - (i) Apply and modify cell formats
 - (ii) Modify row and column settings
 - (iii) Modify row and column formats
 - (iv) Apply styles
 - (v) Use automated tools to format worksheets
 - (vi) Modify page setup options for worksheets
 - (vii) Preview and print worksheets and workbooks
- *Creating and revising formulas*
 - (i) Create and revise formulas
 - (ii) Use statistical formulas, date and time, financial and logical functions in formulas
- *Creating and modifying graphics*
 - (i) Create, modify position and print charts
 - (ii) Create modify and position graphics
- *Plotting of Graphs and Charts*

Unit 9: Microsoft Outlook

ELECTRONIC DATA PROCESSING AND MANAGEMENT II

The course is aimed at students targeting opportunities in the world of work or opportunities for further studies by being competent and proficient in managing the resources of document preparation to produce documents of quality and standard required in the world of work. This course further aims to:

1. Develop an appreciation of the importance of technology in a modern office environment
2. Equip students with the requisite skills to assume clerical and administrative support roles
3. Foster disciplined and ethical behaviors associated with work environment
4. Develop effective document management capabilities
5. Enhance the quality of life and foster personal growth and development

CONTENT

UNIT 1: Business Correspondence

- (i) Produce letters in various styles (blocked, indented, semi-blocked, two page circular, mail merge – with a table, with an inset, with enumeration)
- (ii) Print letters and envelopes using appropriate stationery (A3, A4, A5, A6, B5, C5, DL)
- (iii) Fold different types of documents to fit various envelopes
- (iv) Prepare envelopes and labels (using mail merge or other methods)
- (v) Prepare correspondence from skeleton notes and dictation, using various media (Composition at the computer- notes, letters, memorandums including audio messages)
- (vi) Produce memorandum in various styles using appropriate stationery (short, long, indented, blocked)
- (vii) Prepare documents for meetings (Notice of meetings, agenda, minutes, Chairman's agenda)
- (viii) Transmit information electronically (sending e-mail, routing of copies via the internet, sending of faxes electronically, mail merger, Microsoft outlook)

UNIT 2: Microsoft Access

- *Creating and using databases*
 - (i) Open database objects in multiple views
 - (ii) Move around records
 - (iii) Format datasheet
- *Creating and modifying tables*
 - (i) Create and modify tables
 - (ii) Add a predefined input mask to a field
 - (iii) Create lookup fields
 - (iv) Modify field properties

- *Creating and modifying queries*
 - (i) Create and modify select queries
 - (ii) Add calculated fields to select queries
- *Creating and modifying forms*
 - (i) Create and display forms
 - (ii) Modify form properties
- *Viewing and organizing information*
 - (i) Enter, edit and delete records
 - (ii) Create queries
 - (iii) Sort records
 - (iv) Filter records
- *Producing reports*
 - (i) Create and format reports
 - (ii) Add calculated controls to report
 - (iii) Preview and print reports

UNIT 3: Displayed Work

- Blocked style of display
- Centered style of display
- Flyer and menu
- Advertisements
- Leader dots
- Justified right margin
- Restaurants assignments
- Theater booking assignments
- Leaflets, programmes and multi-page menus
- Four page programme
- Wine list
- Reports and technical articles
- Itineraries
- Documents for meetings
- Word Publisher

UNIT 4: Production – Display

- (i) Manipulate simple graphics for insertion into a document (word Art, Clip Art, Corel Draw, Print Shop)
- (ii) Use keyboard techniques to produce effective and creative displays
 - (a) Simple displays – centering and display work, columnar work, ruled and un-ruled, notices, menus, invitations, cards, one and two page programmes, flyers

- (b) Advanced displays – flow charts, organization charts, graphs - linked and embedded, newsletters, 4/6/8 page leaflets
- (iii) Prepare different types of documents using appropriate formatting
 - (a) Newsletters – 4/6/8 page leaflets, reports, proposals, storyboards, continuous pages, news and other forms of press releases
 - (b) Legal documents – will, leases, conveyance documents, agreements, endorsements and contracts.
 - (c) Technical documents – documents on specifications, Bills of Quantity
 - (d) Literary Documents – plays for radio, theatre and television; actors' scripts; index cards
 - (e) Formatting – column and page layout; inserting graphics; pagination and drop cases; page; column and section breaks
- (iv) Print transparencies using appropriate stationery (replication under impact and non-impact printers)
- (v) Create templates (with or without the use of the wizard and help options)

UNIT 5: Production – Tabulations and Presentations

- (i) Prepare tabulations using spread sheets
 - (a) Simple tabulations
 - (b) Financial statements – trial balance; balance sheet; profit and loss statement; income and expenditure
 - (c) Advanced tabulations – vertical headings; oblique headings; importing spreadsheets files (sorting, using formulas, inserting charts and graphs, formatting of tables using % and \$); invoices; debit notes and credit notes; use of drawing tools
- (ii) Create documents using appropriate software - slides & transparencies; Power Point and Lotus Presentation.
- (iii) Integrate information to produce complete documents (letter incorporating a spreadsheet file and a database file)
- (iv) Print transparencies using appropriate stationery (replication using impact and non-impact printer)

UNIT 6: Production – Forms

- (i) Preparation and completion of forms (typing form drafts – application forms for jobs and scholarships)
- (ii) Compete forms on the computer according to specific instructions (business documents, such as, invoices; statements; pay slips; faxes; labels; index cards)

- (iii) Design and type forms from given information

UNIT 7: Planning and Organization

For this course students will be certified by an overall criterion of three profile dimensions- accuracy, speed presentation and use of technology.

READING

1. Croft, Brettina: Walmsley's Commercial Typewriting – Caribbean Edition (CXC)
2. Cashman, Shelly : Microsoft Office 1997 - Introductory, Concepts and Techniques

ENGLISH LANGUAGE

Aims and objectives

The English Language programme is aimed at helping students to develop proficiency in writing effectively, accurately, clearly and concisely. It is the means by which the students will learn to obtain information and create ideas for their writing as well as to prepare accurate and clear drafts of their technical material thereby meeting the needs for communication skills.

COURSE OUTLINE

First Year

UNIT 1: Functional Grammar

- Nouns and pronouns (kinds – inflection; pronoun antecedent agreement)
- Adjectives (kinds – inflection)
- Verbs
- Adverbs
- Prepositions
- Conjunctions
- Word Meanings (words with multiple meanings) – Synonyms, Homophones
- Syntax – avoiding the wrong use of the various parts of speech
- The noun, adjective and adverb sentence clausal analysis
- The paragraph – essential qualities of the paragraph (coherence, unity emphasis- CUE)
- Use of dictionary and thesaurus
- The essay (composition) planning –
 - (i) Introduction
 - (ii) Development
 - (iii) Conclusion

UNIT 2 Grammatical Discipline

- Punctuation
- Word Functions (inflection: using the various types of speech correctly)
- Spelling and word building (Latin and Greek prefixes and roots)
- Syntax and usage
- Developing new form of expression
- Word building - Sentences construction and usage (simple, compound, complex)

UNIT 3: Grammatical structures

- Exercises in grammatical structures: verb tenses; verb parts, prepositions; phrases.
- Exercises in punctuation
- Sentences: structuring, combining, sentence fragments
- Vocabulary exercises

UNIT 4 Compositions

- Argumentative
- Expository

Second Year

UNIT 1: Essay Writing

- Short communication in Industry, Business and Government
- Business Letters
- Forms of Business Writing
 - (i) Memorandums
 - (ii) Memorandum reports
- Learning activities involved – reading, writing, listening, speaking

UNIT 2: Written Work

- Letter Writing
 - (i) Business Letters (originating and continuing correspondence)
 - (ii) Letters requesting information
 - (iii) Letter of invitation
 - (iv) Letters placing orders
 - (v) Letters of acknowledgement
 - (vi) Letters of application
 - (vii) Letters making reservations and enquiries

UNIT 3: Reports

- Types of Reports - Formats, Conventions, Suggestions
- Language of simple reports
- Flexible report plans
- Formal parts of a report
- Conclusions
- Recommendations
- Technical report writing

UNIT 4: Summary Writing

- Writing summary
- Reported speech
- Written messages
- Writing of minutes

UNIT 5: Oral Work

- Conversations
- Brief talks on subjects of interest
- Debates (Arguments for or against particular topics)
- Telephone conversations
- Issues in the news
- Book reports

READINGS

1. Chives, J.: English for Business – A Functional Approach
2. Gardside, L.: English for Business Studies
3. Oxford School Dictionary
4. Oxford School Thesaurus
5. Narainsingh, Roy: A Comprehensive English Course

COMMUNICATION

The course is aimed at helping students improve in their communication skills and their knowledge of the way in which communication functions in business. Emphasis should be placed on theoretical as well as practical skills.

CONTENT

First Year

UNIT 1

Process of communication

- The objectives of communication
- The meaning of words
- Non-verbal communication
- The context or situation
- Barriers to communication
- Why? Who? Where? When? What? How?
- Planning the Message

UNIT 2:

Speaking effectively

- Basic speaking skills
- Qualities of a good speaker/presenter
- Impromptu speaking

UNIT 3:

Listening

- Listening – the neglected skill
- Reasons for improving listening
- Are you a good listener?
- Aids to good listening

UNIT 4:

Non-verbal communication

- Meta-communication and paralanguage
- The language of silence
- The language of time
- Body language or kinesics

UNIT 5:

Telephone Management

- Telephone problems
- Basic telephone rules/etiquette
- Switchboard operators
- Making a call
- Gathering information by telephone
- Answering the telephone

- Voicemail

UNIT 6 Interviewing

- What is an interview?
- Purpose of an interview
- Types of interview information
- Interviewing weaknesses
- How to plan an interview
- Structuring an interview
- How to question and probe

UNIT 7 Being interviewed for a job

- Preparing – the organization; know yourself
- At the interview
- Tips to remember

Year Two

UNIT 1 Communicating in Groups

- Advantages of groups
- Disadvantages of groups
- Factors affecting group effectiveness

UNIT 2 Meetings

- Planning for meeting
(checking & arranging venue; issuing agenda; arranging and serving snacks)
- Chairing meetings
- Decision making methods
- Responsibilities of participants
- Duties of officers and members
- The agenda
- The minutes
- Video conferencing and audio conferencing
- Formal procedure

UNIT 3 Using multimedia

- General principles
- Whiteboards (general, interactive)
- Flip charts
- Build up visuals

- Physical objects
- Models and experiments
- Overhead projectors
- Slide projector
- Videos & tape recorder
- Closed circuit television and video
- Advantages and disadvantages of using each type of multimedia
- Points to remember when using multimedia
- Sources of advice, video hire and materials
(practical exercises)

Unit 4 Public Speaking

- Techniques of Public Speaking
- Preparation
- Developing the material
- Opening and closing the talk
- Visual aids
- Use of notes
- Practicing the talk
- Room and platform layout
- Delivery of the talk

READINGS

1. Bradbury, Andrew: Successful Presentation Skills: How to conduct meetings – 3rd Edition
2. Stanton, Nicky: Mastering Communication – Third Edition
3. Stanton, Nicky The Business of Communication

OFFICE ADMINISTRATION

This course is aimed at giving the students a sound knowledge of the content of office work, the staff required to ensure its performance and the importance of office safety. The course further enhances the procedures associated with typical basic office systems and proceeds to share the understanding and use of the main types of machinery and equipment found and is being used in an office.

COURSE OUTLINE

First Year

UNIT 1: Office Orientation

- Nature and content of office work
- Functions of an Office
- Roles of essential clerical, secretarial, administrative and supervisory staff
- Health and safety in the office
- Reporting procedures for hazards and accidents
- The automated office

UNIT 2: Communication

- Communication styles used with colleagues at all levels, clerks and visitors (Advantages and disadvantages of communication; oral and written communication)
- Describe and apply good reception skills
- Essentials of good telephone skills and techniques (including the use of answering machines)
- Complete telephone message forms, telecommunications facilities, eg., telephone systems, telex, fax, email, social media text apps.

UNIT 3: Handling mail

- Procedures to process incoming and outgoing mail
- Kinds of postal services available
- System for circulating mail
- Internal communications within an office

UNIT 4: Stationery and Stock Control

- Stock control procedures
- Ordering, handling and issuing of office stationery and supplies
- Complete requisitions and stock control cards
- Records management

UNIT 5: Reception

- Hospitality desk
 - (i) Telephone
 - (ii) Receiving parcels
 - (iii) Security
 - (iv) Emergency services
 - (v) First aid
 - (vi) Sources of information for the reception office
 - (vii) Other duties of the Receptionist
- Planning and booking
 - (i) Desk diaries
 - (ii) Follow up system
 - (iii) Appointments
 - (iv) Booking procedures

UNIT 6: Meetings

- Types of meetings
- Significance of meetings
- Notice of meetings,
- The agenda(preparation and circulation of agenda)
- Minutes
- Formal meetings
- Business term meetings
- Personnel involved in meetings

UNIT 7: Travel Arrangements

- Travel checklists
- Itinerary
- Planning of business trips abroad
- Flight schedules
- Writing requests and confirming reservations

Second Year

UNIT 1: Office Equipment

- Identify and describe different typewriters/keyboards, computers, reprography equipment
- Care and maintenance of equipment
- Mail equipment (addressing machines, stamp affixing/franking machines, sealing machines)
- Other equipment (binders, shredders, printers, scanners, photocopiers, cameras -digital and video, telephone, calculators, staple machines, guillotine, perforators, staple remover)

UNIT 2: Personnel – The Human Resources office

- Human resource functions (recruitment and employment, induction, training, staff appraisal, welfare facilities, employment administration, industrial relations, corporate manpower planning)
- Relationships with other departments
- Job evaluation
- Disciplinary procedures
- Labour turnover' recruiting staff (job description, advertising jobs, short-listing, interviewing, induction course, contract of employment, staff appraisal)
- Duties of a clerk in the Human Resources Office
- Decision making and coordination
- Organization and line-charts
- Responsibility of the office supervisor or manager
- Deployment of staff

UNIT 3: The Secretary

- Duties and responsibilities
- Office etiquette

UNIT 4: Finance - The Accounts Office

- Duties of a clerk in the Accounts Office
- Receiving and recording payments
 - (i) Receipts for cash payments
 - (ii) Paying money into the bank
 - (iii) Post office payments

- (iv) Bank payments (advice for bank current account holders, - credit transfers, standing orders, direct debit)
- (v) Bank cards
- (vi) Credit control
- (vii) Computerized banking services and calculators
- Petty Cash
 - (i) Operation of a petty cash system
 - (ii) Complete a petty cash book
 - (iii) Balance petty cash book using impress system
- Wages and Salaries
 - (i) Rates of pay (flat rate, overtime, hourly, piece-work, commission)
 - (ii) Time recording (basic pay, overtime, gross pay, pension/superannuation contributions, income tax, national insurance, other deductions, total deductions, net pay)
 - (iii) Methods of payment

UNIT 5: Purchasing and Sales Office

- Principle documents in a business transaction (requisition, sales inquiries, letters of enquiry, catalogue, pricelist quotation, firm offer, estimate, tender)
- Completion of documents from information provided

UNIT 6: Filing and Indexing

- Identifying and utilize the principal classification systems (alphabetical, numerical, subject, geographical, and chronological)
- Rules for operating a filing system
- Equipment used in filing
- Different indexing systems (cards, visible cards, stamp, rotary)

READINGS

1. Scantlebury, Barbara & Harrisonn, John: *New Caribbean Office Procedures*
2. Whitcomb, Alan & Clarke, Gillian: *Heinemann Office Procedures for CXC*
3. Jardine, Velma & Shaw, Josephine: *Caribbean Office Procedures for CXC*

PRINCIPLES OF ACCOUNTS

The aim of the course is to provide students with an acceptable level of vocational competence, as well as a foundation for further studies in the subject area thus enabling students to prepare financial statements for the various types of businesses with special emphasis on government accounting procedures. The course will further test students' understanding of the basic principles underlying the recording of business transactions, including the influence of information technology.

FIRST YEAR

CONTENT

UNIT 1: Introduction to Accounting

- Purpose of Accounting
 - Discussion of Accounting as a business practice
 - Purpose of accounting
- Definition of Accounting
- Forms of Business Organizations
 - Sole trader
 - Partnership
 - Manufacturers
- Classifications of Accounts
 - Nominal
 - Real
 - Personal
- Preparation of Simple Balance Sheet
 - Definition of a balance sheet and identification of the various components (assets, liabilities, capital).
 - Construction of simple balance sheet in basic format (sole trader)
 - Use and interpretation of balance sheet equation
 - Liquidity and its significance
 - Identification of types of assets and liabilities in order of liquidity and permanency.

UNIT 2: Books of Original Entry

- The Journal
 - Uses; recording and posting to Sales Ledger, Purchases Ledger and General Ledger.
- Cash Transactions

- Distinction between cash and credit transactions
- Distinction between cash and trade discounts transactions
- Two Column Cash Book
- Three Column Cash Book
- The General Journal
 - Format and uses

UNIT 3: Control Systems I

- Petty Cash and Impress Systems
- Cash and Bank Reconciliation Statements

UNIT 4: Control Systems II

- Sources of information for preparation of control accounts
- Purpose of control system
- Principles of Control Accounts
- Preparation of Sales Ledger Control Accounts
- Preparation of Purchases Ledger Control Accounts

UNIT 5: The Ledger

- Uses of Trial Balance
- Balance and close off all classes of accounts
- Extraction of Trail balance from ledger accounts
- Preparing simple final statements of trading accounts
(Trading account; profit and loss account; balance sheet – horizontal and vertical formats of sole traders)

UNIT 6: Control Systems III

- Errors affecting the Trial Balance
- Errors including Suspense Accounts

Year II

- UNIT 1: Year End Adjustments
- Fixed Assets and Depreciation
 - Straight line method; reducing balance method
 - Bad Debts and Provision for Bad Debts
 - Definition of bad debts
 - Creation of a Provision of Bad Debts
 - Increase and Decrease in Provision for Bad Debts
- UNIT 2: Partnership Final Accounting
- Profit and Loss Appropriation Account
 - Partners' Current Account
 - Partnership Balance Sheet
- UNIT 3: Manufacturer's Final Accounts
- Identification and definition of various cost elements
 - Preparation of Manufacturing account
 - Preparation of Trading and Profit and Loss Accounts
 - Preparation of Balance Sheet
- UNIT 4: Single entry/Incomplete Records
- Limitations of Single Entry Accounting
 - Statement of Affairs
 - Use of Control Accounts to find missing figures
 - Trading and Profit and Loss Accounts
 - Preparation of Balance Sheet
- UNIT 5: Accounting for non-trading organization
- Definition of terms
 - Receipts and payment Accounts
 - Subscription Accounts
 - Income and Expenditure Accounts
 - Balance Sheet
- UNIT 6: Stock Valuation
- Methods of valuing closing stock (FIFO; LIFO; AVCO)
 - Importance of stock valuation and its effects on Trading Account

- UNIT 7:** Analysis and interpretation of Final Statements using Ratio Analysis
- Profitability Ratios (Returned on capital employed – ROCE; gross profit margin; net profit margin; profit of sales ratio)
 - Liquidity ratio (Current ratio; acid test ratio)
 - Efficiency ratio (stock turnover rate; debtors turnover period; creditors turnover period)

- UNIT 7:** **Conversion of manual system to computerized systems**
- Transaction flow
 - Budgeting process – annual budget; monthly releases; agency financial budget
 - Payment process – differences between manual and computerized process (salary and vote account section; examination section; payments and receipts section; manual versus computerized process; advantages of the new central cheque printing and issuing system)
 - Payroll process – advantages of new payroll system
 - Revenue process – advantages of new revenue processing
 - System security – system access; functional access; user group access; data backup
 - Single main bank account (consolidated fund) – use of single bank account instead of multiple accounts
 - Charts of Accounts – groupings and the various levels of detail required

READING

1. Camorell, Cecelia (2005): Principles of Accounts for the Caribbean – 2nd Edition Macmillan Education Ltd
2. Charmain, Calle & Ramlochan, David (2003): Principles of Accounts – Caribbean Education Publishers
3. Wood, Frank: Accounting for the Caribbean – Revised Editions
4. Wood, Frank & Sangester, Alan (2002): Business Accounting 1 – 9th edition, Prentice Hall
5. Wood, Frank & Sangester, Alan (2002): Business Accounting 2 – 9th edition, Prentice Hall

ECONOMICS

The main purpose of this course is to impart knowledge of basic economic principles and the ability to apply that knowledge to the solution of economic problems. It attempts to help the student to use the tools of economic analysis in private and public enterprises.

CONTENT **FIRST YEAR**

UNIT 1: Nature and Scope of Economics

- Definition
- Scarcity and Choice
- Opportunity Cost
- Indifferent Curve Analysis
- Utility
- Consumer Behaviour
- Production Possibility Curve
- The Price System

UNIT 2: Economic Systems

- Definition
- Types
- Advantages and Disadvantages

UNIT 3: Production

- Factors of Production
 - (a) Labour –
 - (i) Division of Labour
 - (ii) Mobility of Labour
 - (iii) Efficiency of Labour
 - (b) Land -
 - (i) Definition
 - (ii) Characteristics
 - (c) Capital -
 - (i) Definition
 - (ii) Types
 - (iii) Characteristics
 - (d) Entrepreneur - Definition and Characteristics

UNIT 4: Theory of Production

- Classification:
 - (a) Average, Total and Marginal Production
 - (b) Plotting of Graphs and calculations

UNIT 5: Theory of Cost

- Classification:
 - (i) Fixed and Variable Cost
 - (ii) Calculation and interpretation

Unit 6 Demand and Supply

- Law of Demand and Supply
- Changes in Demand/Changes in Supply
- Changes in Quantity Demanded/Changes in Quantity Supplied
- Elasticity of Demand and Supply
 - o Definition and Types
 - o Concepts
 - o Uses
 - o Measurements

Unit 7 Location of Industry

- Factors affecting location
- Advantages and Disadvantages

UNIT 8: Market Structure

- Perfect Competition
- Monopoly
- Oligopoly
- Monopolistic Competition

UNIT 9: Population

- Theory and Distribution'
- Factors influencing population size

UNIT 10: The Budget Line and Indifference Curve Analysis

SECOND YEAR

UNIT 1: Money and Banking

- Nature, functions and characteristics
- Barter
- Central and Commercial Banking
- Functions of the banks
- The Cheque System

UNIT 2: National Income

- Measurement
- Difficulties of Measurement
- Factors determining National Income

UNIT 3: International Trade

- Reasons
- Benefits (Laws of Comparative and Absolute Advantages)
- Barriers to Free Trade
- Protectionism
- I.M.F. and World Bank functions

UNIT 4: Economic Growth and Development

- Definition
- Indicators
- Factors to promote economic growth and development

UNIT 5: Balance of Payments

- Definition
- Computation
- Correction of Adverse Balance of Payment

UNIT 6: Inflation

- Definition
- Types
- Effects and Causes
- Policy Measures

UNIT 7: Unemployment

- Causes
- Types
- Solutions and Policy Measures

UNIT 8: Public Finance

- Principles of Taxation
- Types of Taxes
- Effects of Taxation and Purposes

READING

1. Lipsey, Richard and Harbury, Colin: First Principles of Economics
2. Hanson, A.H.: A Text Book of Economics
3. Nuttall, Chris and Loble, Derek: Success in Economics
4. Tanlake, G.S.: Introductory Economics
5. Lipsey & Chrystal: Principles of Economics
6. Samuelson, Paul: Economics

ENVIRONMENTAL RELATIONS

This course is aimed at enabling the administrative assistant to recognize her roles as the Administrative Professional and the multiplicity of environmental influences that structures her personal and professional development.

Course Outline

UNIT 1: Exploring the Theme

- Components of the general environment and their connections
 - (i) physical,
 - (ii) social and
 - (iii) psychological components

UNIT 2: The Home Environment

- Individual and family reaction
- Functions of the family
- Family systems and structures in Guyana and the Caribbean
- Socialization patterns influencing the formation of values and attitudes
- Socio-economic factors – effects and the family

UNIT 3: Roles and Functions

- Roles and functions of School
- Religions
- Institutions
- Community social groups
- Roles within groups
- Cohesiveness/team spirit cooperation
- Conflict

UNIT 4: The Work Environment

- Main features of an organization
 - (a) The internal interactive process
 - (b) The external interactive process
- The impact of technology and globalization

UNIT 5: Professionalism and the administrator's role

- Roles and responsibilities
 - (i) Professional oriented behaviours
 - (ii) Task oriented behaviours
- Critical skills
- Interaction with peers, subordinates and superiors

UNIT 6: Career development

BUSINESS MATHEMATICS

This course seeks to provide students embarking on a course of study in Administrative Principles and Practices with basic mathematical principles and concepts, which will be required during the course of study and further afield. It also attempts to develop the students' abilities to make vigorous analysis in advance studies as well as in the work situation. Students will be briefly introduced to the principles and concepts.

CONTENT

UNIT 1: Number Systems

- (i) Types of Numbers and the number line
 - Whole numbers, rational numbers, irrational numbers, real numbers, imaginary numbers, significant numbers
- (ii) Rules for Directed Numbers
 - Addition, subtraction, multiplication and division

UNIT 2: Elementary Set Theory

- Subset, universal set, complement set, disjoint set, finite and infinite sets, equivalent sets, continuous and discrete sets, null sets
- Union and intersection
- Venn diagrams

UNIT 3: Basic Algebra

- Use of Symbols and Substitution
 - (i) Addition
 - (ii) Multiplication
 - (iii) Division
 - (iv) Removal of Brackets
 - (v) Laws of Indices

UNIT 4: Factorization

- Finding Factors
- Product of two binomial expressions
- Factorizing by grouping

UNIT 5: Equations and Inequations

- Solving simple equations and inequations
- Simultaneous equations (elimination method; substitution method; problem solving)
- Quadratic equations (formula method)

UNIT 6: Consumer Arithmetic

- Simple Interest
- Compound Interest
- Depreciation
- Ratio and Proportions
- Bank Loans
- Salaries (PAYE, NIS and other deductions)
- Hire Purchase
- Utility bills
- Commission
- Sales taxes (VAT)
- Discounts (cash; trade)

UNIT 8: Introductory Statistics

- Definition of Terms
- Charts and Graphs
- Grouped and ungrouped data
 - (i) Arithmetic Mean
 - (ii) Median
 - (iii) Mode

READINGS

Required:

1. Greer, A. & Layne, C.E. – Certificate in Mathematics (A revised course for the Caribbean)
2. Toolsie, Raymond: Mathematics – A Complete Course for the Caribbean: Vol I & II
3. A New Course in Algebra
4. A New Course in Arithmetic

HUMAN RESOURCE MANAGEMENT AND ADMINISTRATIVE LAW

This course aims at providing current techniques in structuring and leading organizations. It shows how to assess and develop a strong organization culture and the process of changing a culture.

Year 1

UNIT 1

Role of Human Resource Management in an Organization

- Definition of management
- Functions of management
- Defining human resources
- Steps in providing human resources
- Importance of human resources management in an organization

UNIT 2

Recruiting and Hiring

- Definition of recruiting and hiring
- Knowing the job
 - (i) Job analysis
 - (ii) Job description
 - (iii) Job specification
- Knowing sources of Human Resources
 - (i) Inside the Organization (human resource inventory, management inventory card, position replacement form, management manpower replacement card)
 - (ii) Outside the Organization (competitors, employment agencies, readers of certain publications, educational institutions)
-

UNIT 3:

Selection

- Defining selection
- Methods of selection

UNIT 4

Training and Development

- Determining training needs
- Designing the training programme
- Administering the training programme
- Evaluating the training programme

UNIT 5:

Performance Appraisal

- UNIT 6 Supervising Office Employees**
- Managing and supervising the office
 - Line and staff management
 - Leadership

Year 2

- UNIT 1 Motivating Theories**
- Defining motivation
 - Process theory of motivation
 - Content theory of motivation
 - Strategies for motivating organizational members

- UNIT 2 Legal Environments – Current Legislation and its Impact**
- Theories of Employment Law
 - Current legislations (for administrative personnel) and its impact (Guyana's Employment Act; Discrimination Act; Trade Union Recognition Act; Labour Act 98:01)
 - Duties of Employer and Employee

- UNIT 3 Employment Law**
- Employer - employee - vicarious liability
 - Independent contractors
 - Contracts of service and contracts for services
 - Continuous employment
 - Rights and duties of the parties to a contract of employment
 - Obligations of employers and employees via TESPA
 - Grievance procedures

- UNIT 4 Sexual Harassment and the Employee**
- Definition of sexual harassment
 - Policy(s) regarding sexual harassment
 - Glass ceiling effect

- UNIT 5 Business Ethics**
- Work ethics
 - How to dress for work
 - Designing a resume

UNIT 6 Quality and Quality Control

- Defining total quality management
- Importance of quality
- Achieving quality
- Quality improvement process
- Encouraging creativity in organization members

UNIT 7 Stress management

- Definition
- Importance of studying stress
- Managing stress in organizations
- Understanding how stress influences worker performance
- Helping employee handle stress
- Reducing stressors in the organization

UNIT 8 Managing Conflict

- Definition of Conflict
- Resolution strategies

READING

- | | |
|------------------------------------|----------------------------------------|
| 1. Certo, Samuel: | Modern Management |
| 2. Gilford, Donald & Salter, John: | Understanding the English Legal System |
| 3. McCarty, S. | Human Resource Management |
| 4. K.R. Abbott; N. Pendlebury | Business Law |
| 5. De Cenzo Robbins | Human Resources Mangement |