AFRICAN COLLEGE OF COMMERCE

P.O. BOX 301 KABALE – UGANDA

THE CURRICULUM FOR THE DIPLOMA IN SECRETARIAL AND OFFICE ADMINISTRATION (DSOA)

THE STRUCTURE, REGULATIONS AND SYLLABUS

YEAR 2014

VISION

To be a leading Institution in Business, Technical and Vocational Training in Africa

MISSION

To establish a competence - based training that equips the learners with skills relevant to employment and economic growth

CORE VALUES

1. **Competence based training for skilled and competent graduates;**

2. **Integrity based on honesty and ethics;**

3. **Hard work, dedication, and achievement of results.**

CONTACT HOURS US

PHYSICAL ADDRESS

Kekubo Cell

Kirigime Ward

Southern Division

Kabale Municipality

Kabale District

South Western Uganda

Uganda

POSTAL ADDRESS

Post Office Box 301, Kabale – Uganda

Phone	**Office**	**+256 200902667**
	Mobile	**+256 772484739**
		+256 712484746

WEB ADDRESS

Emails:	**acc@africancollege.ac.ug**
	principal@africancollege.ac.ug
	academic@africancollege.ac.ug
	bursar@africancollege.ac.ug
Website:	**www.africancollege.ac.ug**

THE HISTORY OF

AFRICAN COLLEGE OF COMMERCE (ACC)

African College of Commerce is an Educational Institution majoring in Business, Technical and Vocational training programmes. Below is the historical background of the institution.

1986: 14th April, Commissioned as a Business Education Institution.

1986: June, Registered and recognised by the Ministry of Education.

1990: Held the first Graduation Ceremony;

1992: Introduced Computer Science Courses;

1994: Granted Examinations Centre U62 by the Uganda National Examinations Board,

1998: Purchased land on which to construct the Main Campus

2003: Affiliated to Makerere University Business School (MUBS)

2004: Shifted from rented building in Kabale town centre to Kekubo cell a kilometre away in our own buildings in an area conducive for learning

2005: Received donation from the Federal Republic of Germany in form of buildings, computers, text books and Human Resource Development.

2006: Established ICT Centers in Kabale and Kanungu Districts with the assistance of the Uganda Communications Commission.

2007: Worn a BRONZE Medal from the Federation of Uganda Employers for being the third best employer in Uganda for the year 2006.

2008: Accredited by the National Council for Higher Education as a recognized Institution of Higher learning in Uganda:

2010: Re branding African College of Commerce. Introduced more Technical and Vocational programmes and short courses.

2011: April 16th 2011, Cerebrate Silver Jubilee **1986 to 2011**. Penetrated the Rwanda, Congo, Tanzania Burundi and Kenya

2012: Transformed into a fully fledged **Polytechnic.** Engaged all the training programmes into innovation and production units for products and services. Concretised the hands on training and competence based approach.

2014: Affiliating to Kyambogo University for diploma programmes and in particular the Diploma in Instructor and Technical Teacher Education DITTE, under Skilling Uganda Strategy.

TABLE OF CONTENTS

Title Page ……..…..1
Table Of Contents ……..……..…6

PART A: GENERAL REGULATIONS

1.0 List Of Acronyms 8
2.0 Title.....8
3.0 Introduction.....8
3.1 Rationale 8
3.2 Target Group 8
4.0 Objective Of The Programme.....8
5.0 Programme Outcomes 9
6.0 Job Titles For DSOA Graduates.....9
7.0 Organizations Employng DSOA Graduates.....9
8.0 Nature Of The Courses 9
9.0 Admission Requirements.....9
10.0 Duration Of The Programme. 10
11.0 Mode Of Delivery And Instructional Strategies 10
12.0 Study Materials And Infrastructure 10
12.1 Institutional Infrastructure 10
12.2 Study Facilities 10
13.0 Human Resource 10
14.0 Programme Structure 11
14.1 Year One Semester One 11
14.2 Year One Semester Two 11
14.3 Year Two Semester One 11
14.4 Year Two Semester Two 11
15.0 Programme Load.....12
16.0 Curriculum 12
17.0 Examination Rules And Regulations 12
18.0 Admission To The Programme.....12
19.0 Progression 12
19.1 Normal Progress 12
19.2 Probational Progress 12
19.3 Stay Put.....12
19.4 Re-Taking.....12
19.5 Discontinuation.....13
20.0 Final Examination Paper Format 13
20.1 Year One Semester One 13
20.2 Year One Semester Two 14
20.3 Year Two Semester One 14
20.4 Year Two Semester Two 15
21.0 Assessments And Grading 16
21.1 Theory Assessment.....16
21.2 Project Work.....16
21.3 Field Work 16

21.4 Assessment Training Packages (ATPS) 16
21.5 Grading Courses 16
21.6 Scaling 16
22.0 Awards And Classification 17
22.1 Awards 17
22.2 Grade Point Average (GPA) 17
22.3 Cumulative Grade Point Average (CGPA) 17
22.4 Classification Of Final Awards 17

PART B: DETAILED SYLLABUS

23.0 Year One Semester One 18
23.1 Keyboard Skills I 18
23.2 Shorthand I 20
23.3 Financial Accounting 22
23.4 Principles Of Ict 25
23.5 Business Economics 28
23.6 Kiswahili Language 31
23.7 Computer Applications I 33
23.8 Secretarial Project I 35
24.0 Year One Semester Two 37
24.1 Keyboard Skills II 37
24.2 Shorthand Ii 39
24.3 Communication Skills 41
24.4 Business Law 44
24.5 Computer Applications II 48
24.6 Office Machines And Equipment 50
24.7 Project Ii 52
24.8 Field Work 54
25.0 Year Two Semester One 55
25.1 Keyboard Skills III 55
25.2 Shorthand III 57
25.3 Secretarial Duties 59
25.4 Management Information Systems 62
25.5 Computer Graphics 65
25.6 Secretarial Project III 67
26.0 Year Two Semester Two 69
26.1 Keyboard Skills IV 69
26.2 Shorthand IV 71
25.3 Office Management 73
26.4 Customer Care 76
26.5 Principles And Practices Of Administration 80
26.6 Project IV 83
27.0 List Of Lecturers And Technical Staff In The Faculty Of Vocational Education 85

PART A: GENERAL REGULATIONS

1.0 LIST OF ACRONYMS

ACC	African College of Commerce
DSOA	Diploma in Secretarial and Office Administration
CGPA	Cumulative Grade Point Average
CH	CONTACT HOURS
CU	Credit Units
GP	Grade Point
GPA	Grade Point Average
IT	Industrial Training
LH	Lecture
NP	Normal Progress
PH	Practical
PP	Probational Progress
W	Withdraw
COMM.	Communication
WPM	Words Per Minute
ADMIN	Administration
ATPs	Assessment Training Packages
ACCAB	African College of Commerce Academic Board
ACCEB	African College of Commerce Examinations Board
ICT	Information and Communications Technology

2.0 TITLE

The title of the programme is the **DIPLOMA IN SECRETARIAL AND OFFICE ADMINISTRATION (DSOA)**

3.0 INTRODUCTION

The Diploma in Secretarial Studies and Office Administration is a two-year programme. It aims at offering studentss with quality education through hands-on instruction.

3.1 Rationale

Effective utilization of Modern OfficevTechnology, Proper Management offices and Secretarial services in business organizations and printing industry are currently lacking efficiently skilled personnel. This programme instills creativity, realistic training, technical knowledge and skills into students for the purpose of smooth office operations.

3.2 Target Group

The target group is the Senior Six leavers and certificate holders from recognized institutions of learning.

4.0 OBJECTIVE OF THE PROGRAMME

The main objective of this program is to enable students acquire secretarial knowledge and skills through hands-on instruction.

5.0 PROGRAMME OUTCOMES

The graduate of Diploma in Secretarial and Office administration should be able to apply knowledge and skills in performing secretarial duties in various organizations.

6.0 JOB TITLES FOR DSOA GRADUATES

- Personal Secretary
- Records Assistant
- Shorthand Typists (steno)
- Copy typist
- Audio typist
- Pool Stenographer
- Receptionist
- Data Entry officers
- Secretarial Trainer
- Self employment (businessperson)
- Office Administrator
- Printer

7.0 ORGANIZATIONS EMPLOYNG DSOA GRADUATES

- Media Houses
- Printing Industry
- Secretarial Bureaus
- Internet Cafes
- Graphics and Design Industries
- Non-governmental organizations
- Local Governments
- Schools
- Colleges
- Universities
- Insurance companies
- All organizations with secretarial and administrative work

8.0 NATURE OF THE COURSES

All the courses in the programme are compulsory.

9.0 ADMISSION REQUIREMENTS

The minimum entry requirement to the Diploma in Secretarial and Office Administration is:

a) Uganda Certificate of Education (UCE) with at least 5 credits;

b) Uganda Advanced Certificate of Education (UACE) with 1 Principal pass and two subsidiaries obtained at the same sitting or its equivalent;

c) Qualifications equivalent to Uganda Advanced Certificate of Education (UACE) as shall be determined by the National Council in consultation with the Uganda National Examinations Board;

d) A Certificate from a recognized institution of higher learning.

10.0 DURATION OF THE PROGRAMME.

The minimum period to complete the Diploma in Secretarial and Office Administration is two years and the maximum period is four years. Failure to complete the programme in the four years, the student shall be required to repeat the whole programme i.e. forfeit the already passed courses and start the programme a fresh.

11.0 MODE OF DELIVERY AND INSTRUCTIONAL STRATEGIES

Mode of delivery and instructional strategies will be by the following:

11.1 Lectures for theory

11.2 Practical work in form of Projects

11.3 Field work through Industrial Training and Study tours

11.4 Class discussion and group presentations

11.5 Demonstration

12.0 STUDY MATERIALS AND INFRASTRUCTURE

12.1 Institutional Infrastructure

The institution will use the existing facilities on ACC Campus. The institution has sufficient infrastructure to facilitate the teaching and learning process e.g. furniture, lecture rooms, workshops, library, computer laboratories and a resource room.

12.2 Study Facilities

The Faculty of Vocational Education will use the existing study facilities on ACC Campus. The institution has sufficient study facilities to facilitate the teaching and learning process e.g. relevant materials and equipment to the programme, computers, handouts, textbooks and other materials from individual lecturers, journals and related publications, internet connectivity in the computer laboratories, library with wireless connection, audio visual materials, relevant software programme, source documents, archival records, government policy papers, Government Acts and Statutes, research and innovations by lecturers and students.

13.0 HUMAN RESOURCE

The Faculty of Vocational Education has well qualified and experienced teaching and technical staff managing the Certificate and Diploma Programmes. The academic and technical staff to support the Diploma in Secretarial and Office administration will be drawn from the programmes under the Faculty as listed on page 85 of this curriculum

14.0 PROGRAMME STRUCTURE

14.1 YEAR ONE SEMESTER ONE

Code	Name	LH	PH	CH	CU
DSOA 1101	Keyboard skills I	30	90	75	5
DSOA 1102	Shorthand I	30	90	75	5
DSOA 1103	Financial Accounting	35	20	45	3
DSOA 1104	Principles of ICT	45	30	60	4
DSOA 1105	Busness Economics	35	20	45	3
DSOA 1106	Kiswahili Language	35	20	45	3
DSOA 1107	Computer Applications I	20	50	45	3
DSOA 1108	Secretarial Project I	10	130	75	5
	Total	**240**	**450**	**465**	**31**

14.2 YEAR ONE SEMESTER TWO

Code	Name	LH	PH	CH	CU
DSOA 1201	Keyboard Skills II	30	90	75	5
DSOA 1202	Shorthand II	30	90	75	5
DSOA 1203	Communication skills	40	40	60	4
DSOA 1204	Business Law	35	20	45	3
DSOA 1205	Computer Applications II	20	50	45	3
DSOA 1206	Office Machines & Equipment	20	80	60	4
DSOA 1207	Secretarial Project II	10	130	75	5
DSOA 1208	Fieldwork	10	130	75	5
	Total	**195**	**630**	**510**	**34**

14.3 YEAR TWO SEMESTER ONE

Code	Name	LH	PH	CH	CU
DSOA 2101	Keyboard Skills III	30	90	75	5
DSOA 2102	Shorthand III	30	90	75	5
DSOA 2103	Secretarial Duties	45	30	60	4
DSOA 2104	Management Information Systems	50	20	60	4
DSOA 2105	Computer Graphics	20	50	45	3
DSOA 2106	Secretarial Project III	10	130	75	5
	Total	**185**	**410**	**390**	**26**

14.4 YEAR TWO SEMESTER TWO

Code	Name	LH	PH	CH	CU
DSOA 2201	Keyboard Skills IV	30	90	75	5
DSOA 2202	Shorthand IV	30	90	75	5
DSOA 2203	Office Management	45	30	60	4
DSOA 2204	Customer Care	45	30	60	4
DSOA 2205	Principles & Practice of Administration	45	30	60	4
DSOA 2206	Secretarial Project IV	10	130	75	5
	Total	**205**	**400**	**405**	**27**

15.0 PROGRAMME LOAD

To qualify for the award of the Diploma in Secretarial and Office Administration, a candidate must obtain 118 credit units distributed as follows:

YEAR ONE	SEMESTER I	31
	SEMESTER II	34
YEAR TWO	SEMESTER I	26
	SEMESTER II	27
	TOTAL	**118**

16.0 CURRICULUM

The curriculum for the Diploma in Secretarial and Office Administration shall be prepared by the African College of Commerce Academic Board (ACCAB) and accredited by the National Council for Higher Education (NCHE).

17.0 EXAMINATION RULES AND REGULATIONS

The Examination Rules and Regulations for the Diploma in Secretarial and Office Administration shall be set by the African College of Commerce Examinations Board (ACCEB).

18.0 ADMISSION TO THE PROGRAMME

Admissions into the programme shall close at the end of the third full week of each semester.

19.0 PROGRESSION

Progression of a student shall be classified as normal, Probational or discontinued.

19.1 Normal Progress

Normal progression occurs when a student passes each course taken with a minimum grade point of 2.00

19.2 Probational Progress

This is a warning stage and it occurs when a student;

(i) Fails a course unit
(ii) Has GPA or CGPA of less than 2.0

19.3 Stay put

A student who fails more than a half of the total number of the courses in a semester shall be required to stay on that semester until the failed courses are cleared. When the GPA of a student goes up in the following semester, the probation is removed.

19.4 Re-taking

A student shall retake any course when it is offered next, to pass or to improve performance. A student shall retake in a course only two times.

19.5 Discontinuation

That a student is discontinued when he or she has:

(i) Received two (3) consecutive probations on the same core or compulsory course.
(ii) Received a CGPA of less than 2.0 for three consecutive probations.
(iii) Failed to present him/her-self for final examinations without giving sufficient reasons.
(iv) Over stayed on the programme for a period of more than four years.

20.0 FINAL EXAMINATION PAPER FORMAT

20.1 YEAR ONE SEMESTER ONE

PAPER NAME AND CODE	EXAMINATION FORMAT
DSOA 1103 Financial Accounting I DSOA 1104 Principles of ICT DSOA 1105 Business Economics DSOA 1106 Kiswahili Language	Each paper shall consist of **SEVEN** questions and the candidate will be required to answer **at least five**. All questions shall carry equal marks. The Students should be assessed on memory, Understanding, application, analysis, synthesis and evaluation. The total duration of the examination shall be three
DSOA 1101 Keyboard skills	The course unit shall consist of four questions and a candidate shall be required to answer all questions. The duration of paper shall be three.
DSOA 1102 Shorthand I	The course unit shall consist of Section A (Dictation 20 – 30 WPM) and Section B Section A (Dictation) consists of two compulsory dictations carrying equal marks and section B consists of four optional exercises and a candidate is to attempt at least three. The duration of paper shall be three.
DSOA 1107 Computer Applications I	The paper will consist of three exercises and the candidate will be required to answer all. The total duration of the examination will be two hours.
DSOA 1108 Secretarial Project I	The continuous assessment of the various projects in the semester shall lead to the final examination paper marks. The total duration of the assessment shall be within the 15 weeks of teaching. African College of Commerce shall invite an expert/examiner to assess the projects.

20.2 YEAR ONE SEMESTER TWO

PAPER NAME AND CODE	EXAMINATION FORMAT
DSOA 1203 Communication skills DSOA 1204 Business law	each paper shall consist of **seven** questions and the candidate will be required to answer **at least five**. All questions shall carry equal marks. The Students should be assessed on memory, Understanding, application, analysis, synthesis and evaluation. The total duration of the examination shall be three
DSOA 1201 Keyboard skills II	The course unit shall consist of five questions and a candidate shall be required to answer all questions. The duration of paper shall be three.
DSOA 1202 Shorthand II	The course unit shall consist of Section A (Dictation 40 – 50WPM) and Section B Section A (Dictation) consists of two compulsory dictations carrying equal marks and section B consists of four optional exercises and a candidate is to attempt at least three. The duration of paper shall be three.
DSOA 1206 Office Machines and Equipment	The continuous assessment of the various projects in the semester will lead to the final examination paper marks. The total duration of the assessment will be within the 15 weeks of teaching.
DSOA 1205 Computer Applications II	The paper will consist of three exercises and the candidate will be required to answer all. The total duration of the examination will be two hours.
DSOA 1207 Secretarial Project II	The continuous assessment of the various projects in the semester shall lead to the final examination paper marks. The total duration of the assessment shall be within the 15 weeks of teaching. African College of Commerce shall invite an expert/examiner to assess the projects

20.3 YEAR TWO SEMESTER ONE

PAPER NAME AND CODE	EXAMINATION FORMAT
DSOA 2103 Secretarial Duties DSOA 2104 Management Information systems	Each paper shall consist of **seven** questions and the candidate will be required to answer **at least five**. All questions shall carry equal marks. The Students should be assessed on memory, Understanding, application, analysis, synthesis and evaluation. The total duration of the examination shall be three hours
DSOA 2101 Keyboard skills III	The course unit shall consist of six questions and a candidate shall be required to answer all questions. The duration of the paper shall be three hours.

DSOA 2102 Shorthand III	The course unit shall consist of Section A (Dictation 60 – 70WPM) and Section B Section A (Dictation) consists of two compulsory dictations carrying equal marks and section B consists of four optional exercises and a candidate is to attempt at least three. The duration of the paper shall be three hours.
DSOA 2105 Computer graphics	The paper shall consist of three practical numbers. The candidate is to attempt at least two questions. The duration of the paper shall be three hours.
DSOA 2106 Secretarial Project III	The continuous assessment of the various projects in the semester shall lead to the final examination paper marks. The total duration of the assessment shall be within the 15 weeks of teaching. African College of Commerce shall invite an expert/examiner to assess the projects

20.4 YEAR TWO SEMESTER TWO

PAPER NAME AND CODE	EXAMINATION FORMAT
DSOA 2203 Office Management DSOA 2204 Customer Care DSOA 2205 Principles and Practices of Admin	Each paper shall consist of **seven** questions and the candidate will be required to answer **at least five**. All questions shall carry equal marks. The Students should be assessed on memory, Understanding, application, analysis, synthesis and evaluation. The total duration of the examination shall be three
DSOA 2201 Keyboard skills IV	The course unit shall consist of six questions and a candidate shall be required to answer all questions. The duration of the paper shall be three.
DSOA 2202 Shorthand IV	The course unit shall consist of Section A (Dictation 80 – 100WPM) and Section B Section A (Dictation) consists of two compulsory dictations carrying equal marks and section B consists of four optional exercises and a candidate is to attempt at least three. The duration of the paper shall be three.
DSOA 2206 Secretarial Project IV	The continuous assessment of the various projects in the semester shall lead to the final examination paper marks. The total duration of the assessment shall be within the 15 weeks of teaching. African College of Commerce shall invite an expert/examiner to assess the projects

21 .0 ASSESSMENTS AND GRADING

21.1 Theory Assessment

21.1.1	Continuous Course Work	
	21.1.1.1 Course work 1	10%
	21.1.1.2 Course work 2	10%
	21.1.1.3 Course work 3	10%
	Total	**30%**
21.1.2	End of Semester Examination	**70%**
	Total	**100%**

21.2 Project Work

21.2.1	Project Assessment 1	20%
21.2.2	Project Assessment 2	20%
21.2.3	Student's Personal Innovation	20%
21.2.4	Project Assessment 4	40%
	Total	**100%**

21.3 Field Work

21.3.1	Industrial Training	70%
21.3.1	Field Tours	30%
	Total	**100%**

21.4 Assessment Training Packages (ATPs)

Each student will be assigned an Assessment Training Package. This will record the student's academic progression. This will include assessment areas, grades obtained from course works, project work, field work and final examination.

21.5 Grading courses

Each course unit will be graded out of a maximum of one hundred (100) marks and assigned grade point as follows

MARKS (%)	GRADE POINTS
80-100	5.00
75-79	4.50
70-74	4.00
65-69	3.50
60-64	3.00
55-59	2.50
50-54	2.00
Below 50	0.00

The course pass mark is 50% which is Grade Point 2.0.
No credit unit will be awarded for any course in which a student fails.

21.6 Scaling

All the grades will be scaled down to 100%

22.0 AWARDS AND CLASSIFICATION

22.1 Awards

A successful candidate will be awarded the Diploma in Secretarial and Office Administration of African College of Commerce (ACC)

22.2 Grade Point Average (GPA)

A grade point average is mark calculated to determine the final award. To arrive at a grade point average, the following steps are taken.

a. Multiply the Grade Point by the Credit Unit to get a Weighted Score of a Course;

b. Add together the weighted scores for all courses taken up to that time to get **total weighted score(TW);**

c. Add the Credit Units for each course to get the **Total Credit Units (TCUs);**

d. Divide the total weighed scores by the total number of credit units taken up to that time to get **grade point average (GPA). TWs/TCUs =GPA.**

The letter grades shall be used for Grade Point Averages (GPAs) as follows:

A	B+	B	C	D
5	4	3	2	1

22.3 Cumulative Grade Point Average (CGPA)

This is determined by dividing total accumulated weighted scores (TWs) by the total accumulated credit units (TCUs) up to a particular time.

22.4 Classification of Final Awards

CLASS	FINAL CGPA	LETTER GRADE
First Class	4.4 – 5.0	A
Second Class Upper Division	4.0 – 4.3	B+
Second Class Lower Division	3.0 – 3.9	B
Pass	2.0 – 2.9	C
Fail	1 - 1.9	D

PART B: DETAILED SYLLABUS

23.0 YEAR ONE SEMESTER ONE

23.1 KEYBOARD SKILLS I

Course code DSOA 1101

Credit units 05

CONTACT HOURS 75

COURSE DESCRIPTION
The students will be introduced to typewriting, typewriter and its setups, keyboard learning as well as fingering exercises and typing and producing simple documents.

LEARNING OUTCOMES
At the end of this course the students will be able to produce simple documents using a typewriter.

OBJECTIVES OF THE COURSE
By the end of the semester, students should be able to:
1. Display mastery of the keyboard in the alphabet, numerals, signs and the entire operational parts of the machine
2. Apply a detailed theoretical and practical skills pertaining to production work in typewriting
3. Type at a speed of 15 w.p.m (minimum) with at most 5% error tolerance
4. Use a sense of judgment in the use of appropriate stationery
5. Undertake further studies in keyboard skills
6. Understand the theoretic approach to typewriting methodologies.

SYLLABUS CONTENT

CHAPTER ONE
1.0 Introduction
1.1 Definition of typewriting and typewriter
1.2 Types of typewriters, parts and their functions
1.3 Care and maintenance of a typewriter
1.4 Dissembling and assembling the carriage
1.5 Installing the ribbon and spools in a typewriter

CHAPTER TWO
2.0 Keyboard Learning
2.1 Mastering the keyboard, fingering, speed and accuracy
2.2 Alphabetic sentences i.e. blocked and indented paragraphs
2.3 Accuracy, speed development and proof reading.
2.4 The use of signs and symbols
2.5 Underscoring/underlining
2.6 Typing measurements, weights and sums of money
2.7 Spacing
2.8 Combination signs and special characters

CHAPTER THREE

3.0 Paper

3.1 Paper sizes and their uses
3.2 Line division of words
3.3 Margins

CHAPTER FOUR

4.0 Centering and simple displayed work

4.1 Page width
4.2 Arithmetic method of centering
4.3 Backspace method of centering (alternative)
4.4 Spaced capitals

CHAPTER FIVE

5.0 The correction of errors and methods of correction

5.1 Accuracy, speed development
5.2 Eraser
5.3 Correction paper, correcting fluid and white wash
5.4 Proof reading
5.5 eraser/rubbing pencil

CHAPTER SIX

6.0 Typing from manuscript

6.1 Accuracy, speed development
6.2 Typing from manuscript containing abbreviations or corrections
6.3 Abbreviations used in drafting a document
6.4 Printer correction signs
6.5 Manuscript for typing
6.6 Paragraphs styles/layouts
6.7 Headings
6.8 Numbering listed items/paragraphs

MODE OF DELIVERY

The mode of delivery will include: lecture, hands-on, demonstration, group discussions and presentation.

ASSESSMENT OF THE COURSE

This course unit will be assessed out of 100 marks as follows;

Course work by continuous assessment	30%
Final examination	70%
Total	**100%**

The marks will be converted into Grade points.
There will be the final examination in the last two weeks of the semester.

REFERENCES

1. Drumond A. and Coles Mogford (1988) Typing first course, MacGraw – Hill United States
2. Drumond A. and Coles Mogford (1989) Applied Typing, MacGraw – Hill book Company, United Kingdom
3. Drumond A. and Coles Mogford (1989) Practical Typing exercises, Book two 3rd edition
4. Mackay E. (1987) Universal Typing Advanced, Pitman Publishing London
5. Iles J. (1985) Progressive Tabulation Workbook, Pitman Publishing, London
6. Mackay E. (1988): Universal Typing 3rd edition, Pitman Publishing London

23.2 SHORTHAND I

COURSE CODE DSOA 1102

CREDIT UNITS 05

CONTACT HOURS 75

COURSE DESCRIPTION

This course introduces the students to the art of representing spoken sound by written signs using a recognized system of Pitman Shorthand writing. Students will develop competence in writing consonants, vowels and drilling simple spoken words.

LEARNING OUTCOMES

At the end of this course the students will be able to write simple English words in shorthand.

OBJECTIVES OF THE COURSE

By the end of this course the student should be able to:

1. Acquire the art of careful listening and correct recording of the spoken words
2. Acquire the technique of writing readable shorthand notes
3. Acquire the ability to write shorthand at 20 – 30 w.p.m
4. Acquire the vocabulary components of homophones and homonyms
5. Read back shorthand notes
6. Transcribe notes according to set standards
7. Take down dictated notes in Shorthand at a speed of 20 – 30 w.p.m .
8. Transcribe into longhand notes taken down within stipulated time limit and error tolerance

SYLLABUS CONTENT

CHAPTER ONE

1.0 Introduction
1.1 Developing listening skills
1.2 The first six consonants
1.3 Vowel ‘a’
1.4 Joining of consonants
1.5 Vowel ‘e’
1.6 Short forms for common words
1.7 Phrasing
1.8 Punctuation

CHAPTER TWO

2.0 The second group of consonants
2.1 Vowel ‘o’ and ‘u’

CHAPTER THREE

3.0 The next eight consonants
3.1 First place vowels
3.2 Third place vowels

CHAPTER FOUR

4.0 Two forms of 'R'
4.1 Diphthongs
4.2 Joined diphthongs
4.3 Triphones

MODE OF DELIVERY

The mode of delivery will include: lecture, hands-on, demonstration, group discussions and presentation.

ASSESSMENT OF THE COURSE

This course unit will be assessed out of 100 marks as follows;

Course work by continuous assessment	30%
Final examination	70%
Total	**100%**

The marks will be converted into Grade points.
There will be the final examination in the last two weeks of the semester.

REFERENCES

1. Ball B. (1984) Student Learning guide, Pitman publishing
2. Canning B. W. (1975) Pitman 2000 shorthand dictation practice, Sir Isaac Pitman
3. Coombs B. (1988) A new review dictation book and key
4. Gwen M. Williams (1976) Discovery with Pitman 2000
5. Pitman (1970) A students' Review of Pitman shorthand
6. Sharp D and Trimnel D. (1987) realistic business diction book.

23.3 FINANCIAL ACCOUNTING 1

COURSE CODE DSOA 1103

CREDIT UNITS 03

CONTACT HOURS 45

COURSE DESCRIPTION
This course introduces students to the knowledge and practical accounting skills such as preparation of accounting source documents, entering accounting information in books of original entry, posting information to ledgers, preparing a trial balance and production of final accounts for both trading and non trading organizations.

LEARNING OUTCOMES
By the end of this course students should be able to prepare books and financial statements.

OBJECTIVES OF THE COURSE
By the end of this course, students should be able to:
1. Acquire knowledge and understanding of accounting techniques and procedures appropriate to trading and non trading organizations.
2. Develop an understanding of accounting concepts, conventions, procedures and terminologies
3. Develop skills of accuracy, orderliness, presentation and interpretation.
4. Acquire and Apply skills in preparation of books of accounts and financial statements.
5. Prepare bank reconciliation statements and correct book keeping errors

COURSE OUTLINE

CHAPTER ONE
1.0 introduction
1.1 Definition of accounting and book keeping.
1.2 The difference between accounting and book keeping.
1.3 Objectives of accounting
1.4 Users of accounting information
1.5 Relevance of accounting to business firms
1.6 Limitations of accounting information
1.7 Branches of accounting
1.8 Terminologies used in accounting and abbreviations.

CHAPTER TWO
2.0 Accounting regulatory frame work
2.1 Accounting concepts/conventions/principles
2.2 Accounting bases, policies and standards

CHAPTER THREE
3.0 Accounting Equation
3.1 Introduction to Assets, liabilities and components of owner's equity
3.2 Treatment of the accounting equation
3.3 Accounting equation and simple balance sheet

CHAPTER FOUR
4.0 Source documents
4.1 Definition
4.2 The nature, formats, function and use the following source documents;

CHAPTER FIVE
5.0 Double entry recording system
5.1 Introduction of double entry theory of debit and credit
5.2 Accounting cycle
5.3 Books of accounts – journals, cash books and imprest system, ledgers,
5.4 Ledger posting.
5.5 Preparation of the Trial Balance
5.6 Errors not detected by the Trial Balance
5.7 Preparation of simple Final Accounts of a sole trader

CHAPTER SIX
6.0 End of year adjustments
6.1 Accruals and prepayments
6.2 Provision for bad/doubtful debts
6.3 Depreciation, appropriations
6.4 provision for discounts allowed and received

CHAPTER SEVEN
7.0 Preparation of financial statement
7.1 Income statement (including Appropriations)
7.2 Preparation of the Balance Sheet
7.3 Simple work sheet

CHAPTER SEVEN
7.0 Bank reconciliation
7.1 Reasons and the role of bank reconciliation
7.2 causes of differences between bank statement balance and cash book balance.
7.3 Reasons for dishonoring cheques.
7.4 Adjustment of cash book.
7.5 Construction of Bank reconciliation statement.
7.6 Methods used in bank reconciliation

CHAPTER EIGHT
8.0 Book keeping errors
8.1 Definition
8.2 Errors affecting the agreement of trial balance and their corrections
8.3 Errors not affecting the agreement of trial balance and their corrections
8.4 Suspense Account.

CHAPTER NINE
9.0 **Depreciation and disposal of Fixed Asset**s
9.1 Definition of depreciation

9.2 Factors, causes and methods of depreciation
9.3 Disposal of fixed Assets

CHAPTER TEN
10.0 Manufacturing accounts
10.1 Direct and indirect costs
10.2 Manufacturing accounts preparation

CHAPTER ELEVEN
11. 0 Accounts for non- profit making organizations
11.1 Receipts and payments
11.2 Sources of funds and accumulated fund
11.3 Revenue and capital expenditure
11.4 Income and expenditure account
11.5 Balance Sheet.

CHAPTER TWELVE
12.0 Partnership accounts.
12.1 Definition
12.2 Formation
12.3 Basic regal aspects – including the partnership Act of 1890.
12.4 The partnership deed and its contents.
12.5 Preparation of capital and current accounts.
12.6 Income statements and balance sheet.

MODE OF DELIVERY
The mode of delivery will include: lecture, hands-on, demonstration, group discussions and presentation.

ASSESSMENT OF THE COURSE
This course unit will be assessed out of 100 marks as follows;
Course work by continuous assessment 30%
Final examination 70%
Total 100%

The marks will be converted into Grade points.
There will be the final examination in the last two weeks of the semester.

REFERENCES
1. Omunuk Ben (1999) Fundamental accounting
2. Frank wood (1999) Business accounting
3. Byekwaso G Intermediate accounting
4. Saleemi (1991) Financial Accounting

23.4 PRINCIPLES OF ICT

COURSE CODE DSOA 1104

CREDIT UNITS 04

CONTACT HOURS 60

COURSE DESCRIPTION
This course introduces students to the basic knowledge and skills in the use of computers and modern information technology and their application in the accounting field.

LEARNING OUTCOME
By the end of the course the students will be able to apply use computers and modern information technology in secretarial work.

OBJECTIVES
By the end of this course, students should be able to;
1. Identify the basic components of an operating system and basic components of a local area network and wide area network
2. Identify and explain how computer components are organized and interfaced
3. Apply the basic principles, concepts and application of computers
4. Describe the history of computer and computing in business
5. Practically apply the theoretical knowledge gained from ICT applications
6. Apply the practical computer skills in business management
7. Use computers and modern information technology in the daily applications in business

OBJECTIVES OF THE COURSE
By the end of this course, students should be able to;
8. Identify the basic components of an operating system and basic components of a local area network and wide area network
9. Explain how computer parts and components are organized and interfaced
10. Apply the basic principles, concepts and application of computers
11. Describe the history of computer and computing in business
12. Appreciate the changing information technology industry in business environment
13. Demonstrate the theoretical knowledge gained from ICT applications
14. Apply the practical computer skills in business management
15. Use computers in the daily applications in business
16. Manage data, voice, and video communications electronically.

SYLLABUS CONTENT

PART A: THEORY

CHAPTER ONE

1.0 Introduction to ICT
1.1 Definition ICT
1.2 Applications of ICT
1.3 Effects of ICT trends

CHAPTER TWO
2.0 Introduction to information management
2.1 Definition of data and information
2.2 Characteristics of information
2.3 Data processing modes (Batch, online, real-time)
2.4 Data processing methods (manual, Mechanical, and Electronic)

CHAPTER THREE
3.0 Evolution computers and ICT trends
3.1 Definition of a computer
3.2 Characteristics/features of a computer
3.3 History of computers (Computer generation – 1st, 2nd, 3rd, and 4th
3.4 New developments in the computer and communications industry

CHAPTER FOUR
4.0 Classification of computers
4.1 Classification by size
4.2 Classification by processor type
4.3 Classification according to purpose
4.4 Classification according to make/logic (Analog, digital and hybrid)

CHAPTER FIVE
5.0 Computer hardware
5.1 Computer system configuration
5.2 Input devices and media
5.3 Output devices and media
5.4 Input/output devices
5.5 Processing devices
5.6 Central processing unit
5.7 Types of memory
5.8 Primary memory and secondary memory

CHAPTER SIX
6.0 Computer software
6.1 Operating software
6.2 Types of operating systems
6.3 Functions of operating systems
6.4 Utilities
6.4.1 Types of utilities
6.4.2 Functions of the utilities
6.5 Application software
6.5.1 Customized
6.5.2 Off-self
6.5.3 Advantages and disadvantages of application software

CHAPTER SEVEN
7.0 Introduction to networks and telecommunications
7.1 Definition of a network
7.2 Network terminologies/concepts
7.3 Network types
7.4 Network topologies
7.5 Advantages and disadvantages of using a network in an organization

CHAPTER EIGHT
8.0 Internet and e-mail

8.1 Definition of internet
8.2 History of internet
8.3 Using the internet, e-mail, website, facebook, skyper, twitter, etc
8.4 Limitations to the development of internet in the developing countries

PART B: PRACTICAL

CHAPTER NINE
9.0 Microsoft word
9.1 Introduction
9.2 Starting and creating a document
9.3 Entering data
9.4 Formatting of documents: editing, cutting, pasting, deleting, renaming,
9.5 sorting and copying
9.6 Document previews
9.7 Saving a document
9.8 Printing

CHAPTER TEN
10.0 **Microsoft excel (Electronic spreadsheets)**
10.1 **I**ntroduction
10.2 Starting and creating a spreadsheet
10.3 Entering data in a workbook
10.4 Formatting: cell reference, headers and footers, page numbering,
10.5 Sorting and filtering, renaming, copying and pasting etc
10.6 Performing formulae
10.7 Calculating using functions
10.8 Charting data
10.9 Saving a worksheet
10.10 Printing worksheets

MODE OF DELIVERY
The mode of delivery will include: lecture, hands-on, demonstration, group discussions and presentation.

ASSESSMENT OF THE COURSE
This course unit will be assessed out of 100 marks as follows;

Course work by continuous assessment	30%
Final examination	70%
Total	**100%**

The marks will be converted into Grade points.
There will be the final examination in the last two weeks of the semester.

REFERENCES

1. Data processing and information technology by Oliver E.C and Chapman, R. J DP Publishers
2. Business information technology systems, theory and practice by Elliot G and Starkings, S, Addison Wesley, Longman
3. Computers in today's world by Stair, R, Irwin Publishers
4. Unmasking Information Technology, 1st Edition, Kampala, Uganda by Bazi, M, Baguma, I and Anjoga, H. 2007
5. Information Communication Technology for Schools and Tertiary Institutions, 3rd. NK Publishing House, Kampala, Uganda by Katongole, G. 2011

23.5 BUSINESS ECONOMICS

Course code DSOA 1105

Credit units 03

CONTACT HOURS 45

COURSE DESCRIPTION

This course introduces students to interpret and relate the economic theories to the problems of national economy and development and thereof the analysis of micro and macro economic policies that affect the organizations in which they operate.

LEARNING OUTCOMES

Students will be able to interpret and relate the economic theories to the problems of national economy as well as analysis of micro and macro economic policies operational in organisations.

OBJECTIVES OF THE COURSE

By the end of the course students should be able to:

1. Demonstrate knowledge and understanding of economics principles and concepts
2. Interpret and relate theories to the problems of the national economy and development.
3. Analyze micro and macro economic policies

CHAPTER ONE

1.0 Introduction

1.1 Definition of economics and business economics.
1.2 Fundamental economic problems
1.2 Definition and types of goods
1.3 Economic systems
1.4 Fundamental economic questions
1.5 Positive and normative economics
1.6 Micro and macro economics

CHAPTER TWO

2.0 Price theory

2.1 Definition of price
2.2 Methods of price determination in the market.
2.3 Demand function
2.4 Law of demand
2.5 Types of demand and demand schedule
2.6 Demand curve and its characteristics
2.7 Factors influencing quantity demanded
2.8 Change in demand and change in quantity demanded
2.9 Abnormal demand curves
2.10 Supply function
2.11 Law of supply
2.12 Supply curve and its characteristics
2.13 Change in supply and change in quantity supplied
2.14 Abnormal supply curves
2.15 Elasticity of demand and supply, and its relevance
2.16 Equilibrium analysis
2.17 Price mechanism

CHAPTER THREE

3.0 Theories of consumer behavior

3.1 The cardinal utility theory
3.1.1 Utility, total utility and marginal utility concepts
3.1.2 Assumptions and limitations of the above
3.2 The ordinal utility approach
3.2.1 Definition and assumptions
3.2.2 Analysis of indifference curves
3.2.3 Limitations of ordinal approach

CHAPTER FOUR

4.0 Production theory

4.1 Definition and types of production
4.1 Production function
4.1.1 Sources of capital
4.1.2 Pricing factors of production
4.2 Stages of production
4.3 Costs of production
4.4 Production and revenue curves
4.5 Division of labour and specialization

CHAPTER FIVE

5.0 Theory of costs

5.1 Fixed costs, variable costs and total costs
5.2 Short run average cost curves
5.3 Economies and diseconomies of scale

CHAPTER SIX

6.0 Market structures

6.1 Introduction to market structures
6.2 Perfect competition
6.3 Monopoly and Monopolistic competition
6.4 Oligopoly

CHAPTER SEVEN

7.0 Profits and other objectives of the firm

7.1 The concept of profit
7.2 Use of total cost and total revenue to determine profits
7.3 Analysis of different objectives of the firm other than profits
7.4 Importance of profits to business

MACRO ECONOMICS

CHAPTER EIGHT

8.0 National income determination

8.1 Definition of national income, Measurement, uses and limitations.
8.2 The simple circular flow of income
8.3 Keynesian approach to national income equilibrium (two sector model)
8 4 Consumption, saving and investment functions
8.5 Multiplier theory and accelerator principle
8.6 Marginal and average propensities
8.7 National income and standard of living
8.8 Price index
8.9 Income distribution

CHAPTER NINE

9.0 Money, Banking and public finance

9.1 Definition and uses of money
9.2 Demand and supply of money
9.3 Financial intermediaries
9.4 Commercial Banks

9.5 Monetary theory

CHAPTER TEN

10.0 International trade

10.1 Definitions, theories and terms
10.2 Benefits of international trade
10.3 Problems of international trade

CHAPTER ELEVEN

11.0 Inflation

11.1 Meaning and types of inflation
11.2 Causes of inflation
11.3 Effects of inflation
11.4 Inflationary and deflationary gaps
11.5 Control of inflation
11.6 Business cycles; Causes, effects, Theories and control

CHAPTER TWELVE

12.0 Economic Growth and development

12.1 Objectives of economic development
12.2 Factors that affect economic growth and development
12.3 Poverty in Uganda and other LDCs
12.4 Government response towards poverty eradication
12.5 Standard of living and cost of living, Determinants, Quality of life etc

CHAPTER THIRTEEN

13.0 Budgeting

13.1 Meaning of government budget,
13.2 Types of budgets and importance
13.3 Deficit financing, its effects

CHAPTER FOURTEEN

11.0 Economic integration

14.1 Definition
14.2 Types of economic integration
14.3 Conditions necessary for its success
14.4 Objectives
14.5 Advantages and disadvantages
14.6 Challenges of economic intergration

MODE OF DELIVERY

The mode of delivery will include: lecture, hands-on, demonstration, group discussions and presentation.

ASSESSMENT OF THE COURSE

This course unit will be assessed out of 100 marks as follows;

Course work by continuous assessment	30%
Final examination	70%
Total	**100%**

The marks will be converted into Grade points.
There will be the final examination in the last two weeks of the semester.

REFERENCES

1. Modern economics by J. Harvey Macmillan publishers
2. Principles of economics by Patrick Birungi Kampala
3. Modern economics by Koutsoylannis
4. Principles of Economics by Sundhavan K.P.M and Mcvarsh. Vikas publishing

23.6 KISWAHILI LANGUAGE

COURSE CODE DSOA 1106

CREDIT UNITS 03

CONTACT HOURS 45

COURSE DESCRIPTION
This course introduces students to Kiswahili Language which is commonly used in Africa. Students are introduced to the manners, greetings, vocabulary and Swahili business correspondences.

LEARNING OUTCOMES
By the end of this course studentss will be able to communicate in Swahili language.

OBJECTIVES OF THE COURSE
By the end of this course the student should be able to:
1. Acquire skills of listening, reading and writing in kiswahili
2. Communicate effectively in basic Kiswahili

SYLABUS CONTENT

CHAPTER ONE
1.0 Introduction to Kiswahili
1.1 Greeting and manners
1.2 Days of the week, months of the year and counting (numbers and time)
1.3 Naming parts of the human body and different types of animals
1.4 Classification of Kiswahili nouns
1.5 Verbs
1.6 Verbs in present tense (affirmative and negative)
1.7 Noun vocabulary and concords
1.8 Uses of Ki-VI class
1.9 Introduction and usage of N-NI, Ji-Na, M-Mi classes
1.10 Punctuation
1.11 Singular and plural
1.12 Word division

CHAPTER TWO
2.0 Uses of adjectives
2.1 Classification of Kiswahili adjectives
2.2 Uses of adjectives with three noun classes

CHAPTER THREE
3.0 Prefixes and suffixes
3.1 Personal prefixes
3.2 Personal prefixes being used as subject prefixes
3.3 Suffixes

CHAPTER FOUR
4.0 Introduction to demonstrative
4.1 This and that
4.3 These and those

4.4 Locations
4.5 Interrogations

CHAPTER FIVE
5.0 Introduction and usage of subject prefixes
5.1 Introduction to subject prefixes
5.2 Uses of subject prefixes
5.3 Locative case

CHAPTER SIX
6.0 Introduction and usage of negative forms
6.1 Introduction
6.2 Present
6.3 Past
6.4 Future

CHAPTER SEVEN
7.0 Sentence construction
7.1 Simple sentence and paragraph structure
7.2 Compound sentences
7.3 Direct and indirect speech
7.4 Correction of common grammatical and spelling errors

MODE OF DELIVERY
The mode of delivery will include: lecture, hands-on, demonstration, group discussions and presentation.

ASSESSMENT OF THE COURSE
This course unit will be assessed out of 100 marks as follows;

Course work by continuous assessment	30%
Final examination	70%
Total	**100%**

The marks will be converted into Grade points.
There will be the final examination in the last two weeks of the semester.

REFERENCES

1. Masomo ya Msingi ya Kiswahili (Kitabo Kya Kwanza, Kya Pili, Kya Tatu) by Rwabushaija Milton, Fountain Publishers
2. Kunga Za Nathani ya Kiswahili by Said Ahmed Mohammed, East Africa Educational Publishers
3. Dunani Kuna Watu by Muhammed S. Abdullah, East Africa Educational Publishers
4. Mbiru Za Kifundishia Kiswahili Oxford University Press Nairobi 1998 by Sultan Cryspus na Kamal Khan Mohamed

23.7 COMPUTER APPLICATIONS I

COURSE CODE DSOA 1107

CREDIT UNITS 03

CONTACT HOURS 45

COURSE DESCRIPTION
The course introduces students to the computer applications of introduction to computers, micro soft word and Excel.

LEARNING OUTCOMES
At the end of this course, Students should l be able to:

1. Efficiently connect computers and their accessories
2. Produce documents using Microsoft word
3. Manipulate figures using spreadsheets,

OBJECTIVES
By the end of this course learners should be able to:

1. Identify the different Applications within an Office environment
2. Acquire skills in basic computer software applications and apply them in various business situations in order to facilitate the information management function.
3. Appreciate computer applications in business through hands on
4. Demonstrate the ability to use the common software applications of Microsoft Word, and Microsoft Excel
5. Produce business documents and data analysis and models applicable to business environment

COURSE CONTENT

CHAPTER ONE
1.1 Basic concepts and startup procedures
1.2 Introduction to practical computing
1.3 Connecting computer parts (CPU, Monitor, Mouse, Key board)
1.3 Windows Operating Systems Commands
1.4 Booting the computer
1.5 Using the mouse
1.6 Managing the user interface
1.7 Introduction to Windows programmes

CHAPER TWO
2.0 Word Processing (Document production with MS word)
2.1 Starting Ms Word
2.2 Creating documents
2.3 Looking at and using tool bars
2.4 Entering data
2.5 texts formatting
2.6 page formatting
2.7 Document formatting

2.8 Creating tables
2.9 Sorting and filtering data (plain text and tabulated text)
2.10 Graphics
2.11 printing
2.12 practice assignments

CHAPTER THREE
3.0 Spreadsheets (Microsoft Excel)
3.1 Starting Ms Excel
3.2 Excel tool bars
3.4 Managing workbooks and worksheets
3.5 Entering data and its formatting
3.6 Performing formulae, errors and their corrections
3.7 Calculating using functions
3.8 Sorting and filtering data
3.9 Using Graphs
3.10 Printing
3.11 Practice assignments

MODE OF DELIVERY
The mode of delivery will include: lecture, hands-on, demonstration, group discussions and presentation.

ASSESSMENT OF THE COURSE
This course unit will be assessed out of 100 marks as follows;

Course work by continuous assessment	30%
Final examination	70%
Total	**100%**

The marks will be converted into Grade points.
There will be the final examination in the last two weeks of the semester.

REFERENCES

1. Kathy Ivens and Thomas Barich(1997), How to use Microsoft Office' 97, Ziff-Davis press
2. Whitecomb A and Brown B, Key boarding and Document production, Stanley Thornes, **Chem.: emam**
3. E.S. Waburoko(200), An introduction to information technology, Department to Distance Learning, Edsoft Computer Institute
4. Teach yourself Microsoft Excel 97 in 24 Hours by Linda Jones and Reul L. Hernadez by S: MS
5. Hernandez cy SAW Publishing
6. Keneth C. and Laudon J.P: Essentials of Management Information Systems; 3rd Edition Prentice Hall, New Jersey, 1999
7. Elliot G. and Starkings:Business Information Technology, Theory and Practice; Addison Wesley, Longman, London and New York, 1998
8. Olive and Chapman; Data Processing and Information Technology, DP Publications
9. Christopher Barnatt (1996): Management Strategy; ND Information Technology; International Thomson Business Press.

23.8 SECRETARIAL PROJECT I

COURSE CODE DSOA 1108

CREDIT UNITS 05

CONTACT HOURS 75

PROJECT DESCRIPTION
The course introduces students to the practice of preparing source documents, entering them in books of original entry, short hand, typewriting, communication, economics and innovation.

PROJECT OUTCOMES
By the end of the course the student will be able to use a typewriter, file documents,prepare books of accounts analyze and national income statistics, use office telephone and manage meetings.

OBJECTIVES OF THE PROJECT
By the end of the course students should be able to:
1. Use and maintain office machines and equipments
2. Type a speed of 15 wpm on a typewriter or on a computer
3. Make office materials e.g. envelopes, parcels, files, etc
4. Dissemble and assemble

PROJECT ACTIVITIES

CHAPTER ONE
Keyboard skills projects
1. Use, servicing and maintenance of office tools and equipments
2. Accuracy and speed development I (touch typing 15 wpm)
3. Using typing tutor applications I
4. Make office materials e.g. envelopes, parcels, files, etc
5. Dissembling and assembling of typewriters and other office tools and equipment

CHPATER TWO
2.0 Shorthand I projects
2.1 Taking dictations in Shorthand I using recorded voices and direct voices

CHAPTER THREE
3.0 Business economics proposed projects
3.1 Draft an annual budget for a particular non-profit making organization
3.2 Form a savings and credit cooperative organization and design and print membership and loan application forms
3.3 Analyse National Income Statistics and advise the state accordingly.

CHAPTER FOUR
4.0 Business communication skills proposed projects
4.1 Prepare a file of business letters both received and sent for the last 2 years
4.2 Prepare and print an agenda and minutes of a live meeting and general assembly
4.3 Make a report on a certain event.

CHAPTER FIVE

5.0 Accounting project.

5.1 Writing Source documents:
5.2 Books of original entry
5.3 Prepare Ledgers Accounts
5.4 Prepare a Trial balance
5.5 Prepare Final Accounts

CHAPTER SIX

6.0 Innovation: Student's self initiated project related to the programme

MODE OF DELIVERY

The mode of delivery will be include demonstration, hands-on, group discussions and presentation

ASSESSMENT OF THE COURSE

This course unit shall be assessed out of 100 marks as follows:

Project Assessment 1	20%
Project Assessment 2	20%
Student's Personal Innovation	20%
Project Assessment 4	40%
Total	**100%**

The marks will be converted into Grade points.

24.0 YEAR ONE SEMESTER TWO

24.1 KEYBOARD SKILLS II

COURSE CODE DSOA 1201

CREDIT UNITS 05

CONTACT HOURS 75

COURSE DESCRIPTION
This course introduces students to typewriting of clear standard documents like letters, memos, forms and manuscripts that contains corrections and errors plus omissions.

LEARNING OUTCOMES
By the end of this course the student will be able to display and type official documents like business letters, memos and minutes of a meeting.

OBJECTIVES
By the end of the course, students should be able to:

1. Display mastery of the keyboard in the alphabet, numerals, signs and the entire operational parts of the machine
2. Apply a thorough theoretical and practical knowledge pertaining to production work in typewriting
3. Type at a speed of 30 w.p.m (minimum) with reasonable accuracy (with at most 5% error tolerance)
4. Use a sense of judgment in the use of appropriate stationery

SYLLABUS CONTENT

CHAPTER ONE
1.0 Review of Keyboard Skills I

CHAPTER TWO
2.0 Letter
2.1 Accuracy and speed development
2.2 Letterhead paper
2.3 Layout, line spacing, margins and punctuation
2.4 Parts of a letter, layout and footnotes
2.5 Duplication (carbon copying, stencil duplication, photocopying, etc.)
2.6 Types of envelopes
2.7 Addressing an envelope

CHAPTER THREE
3.0 Memorandum
3.1 Parts and layout
3.2 Accuracy, speed development

CHAPTER FOUR
4.0 Forms
4.1 Accuracy, speed development
4.2 Form letters

4.3 Displaying forms
4.4 Form completion

CHAPTER FIVE
5.0 Manuscript
5.1 Typing from handwritten prepared material
5.2 Printers correction signs

CHAPTER SIX
6.0 Meetings
6.1 Notice of the meeting
6.2 agenda of the meeting
6.3 minutes of the meeting

MODE OF DELIVERY
The mode of delivery will include: lecture, hands-on, demonstration, group discussions and presentation.

ASSESSMENT OF THE COURSE

This course unit will be assessed out of	100 marks as follows;
Course work by continuous assessment	30%
Final examination	70%
Total	**100%**

The marks will be converted into Grade points.
There will be the final examination in the last two weeks of the semester.

REFERENCES

a) Drumond A. and Coles Mogford (1988) Typing first course, MacGraw – Hill United States
b) Drumond A. and Coles Mogford (1989) Applied Typing, MacGraw – Hill book Company, United Kingdom
c) Drumond A. and Coles Mogford (1989) Practical Typing exercises, Book two 3rd edition
d) Mackay E. (1987) Universal Typing Advanced, Pitman Publishing London
e) Iles J. (1985) Progressive Tabulation Workbook, Pitman Publishing, London
f) Mackay E. (1988): Universal Typing 3rd edition, Pitman Publishing London
g) Murphy P. A. and E Barlow (1982) Progressive Typing Assignment, London

24.2 SHORTHAND II

Course code	DSOA 1202
Credit units	05
CONTACT HOURS	75

COURSE DESCRIPTION
This course introduces the students to the art of representing spoken sound by written signs using a recognized system of Pitman Shorthand writing. Students will get used with listening to speakers and drilling into shorthand at a given speed.

LEARNING OUTCOMES
At the end of this course the students will be to carefully listen and write at speed of 40 – 50 words per minute in shorthand.

OBJECTIVES
By the end of this course the student should be able to:
1. Acquire the art of careful listening and correct recording of the spoken words
2. Acquire the technique of writing readable shorthand notes
3. Acquire the ability to write shorthand at 40 – 50 w.p.m
4. Acquire the vocabulary components of homophones and homonyms
5. Read back shorthand notes
6. Transcribe notes according to set standards
7. Take down dictated notes in Shorthand at a speed of 40 – 50 w.p.m .
8. Transcribe into longhand notes taken down within stipulated time limit and error tolerance

SYLLABUS CONTENT

CHAPTER ONE
1.0 Review of Shorthand I

CHAPTER TWO
2.1 Consonant H
2.2 S circle
2.3 S on curved strokes
2.4 S on straight strokes
2.5 St Loop
2.6 Str loop

CHAPTER THREE
3.1 Ses circle
3.2 Sw circle
3.3 Vowel indication
3.4 Halving
3.5 Downward L
3.6 Abbreviated W

MODE OF DELIVERY

The mode of delivery will include: lecture, hands-on, demonstration, group discussions and presentation.

ASSESSMENT OF THE COURSE

This course unit will be assessed out of	100 marks as follows;
Course work by continuous assessment	30%
Final examination	70%
Total	**100%**

The marks will be converted into Grade points.
There will be the final examination in the last two weeks of the semester.

REFERENCES

1. Ball B. (1984) Student Learning guide, Pitman publishing
2. Canning B. W. (1975) Pitman 2000 shorthand dictation practice, Sir Isaac Pitman
3. Coombs B. (1988) A new review dictation book and key
4. Gwen M. Williams (1976) Discovery with Pitman 2000
5. Pitman (1970) A students' Review of Pitman shorthand
6. Sharp D and Trimnel D. (1987) realistic business diction book.

24.3 COMMUNICATION SKILLS

COURSE CODE DSOA 1203

CREDIT UNITS 04

CONTACT HOURS 60

COURSE DESCRIPTION
This course introduces students to the basics of communication especially thedesirable communication skills that help students in the world of work.

LEARNING OUTCOMES
By the end of this course, students should be able to communicate effectively to teammates and the public.

OBJECTIVES OF THE COURSE
By the end of this course the student should be able to:
1. Demonstrate the ability to communicate efficiently and effectively
2. Deal with correspondences and other writings at a supervisory level
3. Understand the meaning of communication and how it relates to other management functions.
4. Use of both verbal and non-verbal communication
5. Acquire public presentation skills
6. Acquire writing skills of business letters, memos and minutes of a meeting.

COURSE CONTENT

CHAPTER ONE
1.0. Grammar and vocabulary
1.1. Parts of speech
1.2. Tenses
1.3. Simple and Compound Sentences
1.4. Punctuation
1.5. Direct and Indirect Speech
1.6. Prefixes and suffixes
1.7. Correction of grammatical errors

CHAPTER TWO
2.0 Comprehension
2.1 Summary writing
2.2 Written and oral deduction of summons from given prose passage
2.3 Diction
2.4 Answering questions about the passage

CHAPTER THREE
3.0 Introduction
3.1 Meaning of communication
3.2 The communication process and its elements
3.3 Importance of communication
3.4 Types of communication; oral, verbal and non-verbal etc.
3.5 Barriers to communication
3.6 Remedies to barriers of communication
3.7 Principles of business communication

CHAPTER FOUR

4.0 Organizational communication

4.1 Introduction
4.2 Communication structures
4.3 Communication networks
4.4 Channels of communication
4.4.1 Downward channels and Upward channels
4.4.3 Horizontal communication
4.4.4 Grape vine communication
4.4.5 Diagonal communication

CHAPTER FIVE

5.0 Written communication

5.1 Introduction
5.2 Advantages and disadvantages of written communication
5.3 Business letter writing; CV writing, Application letter writing, requisition writing, apology writing, memo writing, delegation letters, official circulars, recommendation letters and notices
5.3.1 Parts of the business letter, types/formats of letters

CHAPTER SIX

6.0 Report writing

6.1 Definition of a report
6.2 Importance of reports
6.3 Types of reports
6.4 Limitations of reports in organizations and solutions

CHAPTER SEVEN

7.0 Oral communication

7.1 Introduction
7.2 Advantages and disadvantages of oral communication
7.3 Listening
7.3.1 Meaning of listening
7.3.2 Listening process
7.3.3 Types of listening
7.3.4 Preparation for listening
7.3.5 Importance of listening
7.3.6 Listening skills
7.3.7 Barriers to effective listening
7.4 Public speaking
7.4.1 Types of public speaking
7.4.2 Preparation/principles
7.4.3 Stage flight
7.5 Negotiating
7.6 Telephones
7.6.1 How to use a telephone
7.6.2 Advantages and disadvantages of telephones

CHAPTER EIGHT

8.0 Non-verbal communication

8.1 Meaning of non verbal communication
8.2 Relationship between verbal and non verbal communication
8.3 Importance of non verbal communication
8.4 Divisions of non verbal communication
8.4.1 Social

8.4.2 Physical (gestures, facial, expression, eyes etc)
8.4.3 Environment; room design, Buildings etc
8.5 Problems of non verbal communication and their suggested solutions

CHAPTER NINE
9.0 **Meetings**
9.1 Meaning of meetings
9.2 Types of meetings
9.3 Preparation for meetings
9.4 Documents and terminologies used in meetings.
9.5 Notices, Agenda, minutes etc
9.6 Roles of different personnel
9.7 Advantages and disadvantages of meetings
9.8 Committees
9.9 Formation and types of committees
9.10 Advantages and disadvantages of committees
9.11 Handling committee business

CHAPTER TEN
10.0 Interviews
10.1 Definition of interviews
10.2.1 Parties involved in the interview
10.2.2 Roles of different parties involved in the interview
10.3 Methods or types of interviews

CHAPTER ELEVEN
11.0 Practical participation
11.1 Use of aids in:-
11.1.1 Oral presentation
11.1.2 Meetings
11.1.3 Interviews and committee sittings

CHAPTER TWELEV
12.0 Advertising
12.1 Definition of advertising
12.2 How to design an advert
12.3 Modes of advertising (radio, newspapers, magazines, internet, signposts etc.)

MODE OF DELIVERY
The mode of delivery will include: lecture, hands-on, demonstration, group discussions and presentation.

ASSESSMENT OF THE COURSE
This course unit will be assessed out of 100 marks as follows;

Course work by continuous assessment	30%
Final examination	70%
Total	**100%**

The marks will be converted into Grade points.
There will be the final examination in the last two weeks of the semester.

REFERENCES

1. G J.BWaswaBalumywa, Getting the message around
2. J.S. Chandan Management, concepts and strategies
3. Chester L. Wolford and Vanneman E. (1983) Business Communications Edward Arnold, London
4. Little P. (1996) Communication in business Pitman Publishing, London
5. Mable Komunda, Business Communication skills

24.4 BUSINESS LAW

Course code DSOA 1204

Credit units 03

CONTACT HOURS 45

COURSE DESCRIPTION

This course enables students to understand the legal issues surrounding business organizations in which they work and the society in which they live. Students will be exposed to the law of contract, law of agency, sales of goods, law of insurance, hire purchase law, and law of partnerships, law of carriage, law of succession and law of property.

LEARNING OUTCOMES

Students will be able to resolve disputes and mitigate business loses related to ignorance of the law.

OBJECTIVES

By the end of this course students should be able to:

1. Understand the legal aspects in business
2. Appreciate the legal aspects in business
3. Interpret the legal intricacies in business
4. Advise management on legal matters pertaining to the business

SYLLABUS CONTENT

CHAPTER ONE

1.0 Definition of law, purpose of law, classification of law.
1.1 Sources of law; constitutional law, the customary, common law, equity, case law, legislation
1.2 Court systems in Uganda

CHAPTER TWO

2.0 Law of contract
2.1 Introduction
2.2 Negotiations
2.3 Formalities of contract
2.4 Offer and invitation to treat
2.5 Counter offers and acceptance
2.6 Past offer
2.7 Termination of the offer
2.8 Capacity to contract
2.9 Consideration in a contract

CHAPTER THREE

3.0 Doctrine of privity
3.1 Privity of a contract
3.2 Exceptions to privity of a contract
3.3 Terms of a contract; conditions and warrants
3.4 Implied terms of contract
3.5 Misrepresentation and state of opinion
3.6 Remedies for misrepresentation
3.7 Freedom of a contract and standard form contracts

3.8 Exemptions clauses: Signed and unsigned documents

CHAPTER FOUR

4.0 Illegality of a contract

4.1 Consent of the parties to a contract
4.2 Vitiating factors of a contract Duren, mistake undue influence, misrepresentation
4.3 Termination of a contract (discharge)
4.5 Breach of a contract
4.6 Remedies to breach of a contract.

CHAPTER FIVE

5.0 Law of agency.

5.1 Introduction
5.2 Capacity to contract on agency
5.3 Creation of agency
5.4 Duties of an agent
5.5 Personal liability of the agent to third party
5.6 Right s of an agent
5.7 Un disclosed principal
5.8 Termination of agency

CHAPTER SIX

6.0 Law relating to sale of goods (SOGA)

6.1 Introduction
6.2 Goods, definition, classification (types)
6.3 Difference between contract of sales and other similar transactions
6.4 Capacity to contract in a contract of sale
6.5 Implied terms in the SOGA.

CHAPTER SEVEN

7.0 Title to the goods

7.1 Implied conditions as to the title
7.2 Sale by description
7.3 Implied conditions as regards quality and purpose
7.4 Sale by sample
7.5 Liability of manufacturer in negligence
7.6 Transfer of property between buyer and seller
7.8 Reservation of disposal rights
7.9 Transfer of title –nemo-dat-rule
7.10 Exceptions to the contract of sale
7.11 Rules as to delivery
7.12 Delivery of wrong quantity or description
7.13 Delivery by installment
7.14 Delivery to a carries
7.15 Rights of unpaid seller Vs the goods
7.16 Action for breach of the contract of sale
7.16.1 Remedies to seller
7.16.2 Remedies to buyer

CHAPTER EIGHT

8.0 Hire purchase law

8.1 Introduction, Definition
8.2 Hire purchase contract
8.3 Nature of hire purchase contract

8.4 Hire purchase price
8.5 Characteristics of hire purchase agreement
8.6 Implied terms in hire purchase agreement
8.7 Passing of property in hire purchase
8.8 Repossession by owner

CHAPTER NINE
9.0 Insurance law
9.1 Introduction – Definitions of insurance
9.2 Concepts in insurance
9.3 Uberlimae fided
9.4 Insurable interest
9.5 Proxima carsa
9.6 Indemnity
9.7 Partial loss
9.8 Types of insurance
9.9 Negotiations and preliminary contract
9.10 Cover notes
9.11 Deviation of policy
9.12 Termination of an insurance contract

CHAPTER TEN
10.0 Law of partnerships
10.1 Definition of partnership
10.2 Characteristics and regulations / when to determine its existence
10.3 Partnership deed
10.4 Rights and duties of partners
10.5 Liability of partners – Joint and several liabilities, Liability minors, Incoming partners etc

CHAPTER ELEVEN
11.0 Law of carriage
11.1 Carriage of goods by roads,
11.2 Carriage of goods by railway
11.3 Carriage of goods by sea
11.4 Carriage of goods by air
11.5 Documentation of goods carried
11.6 The uses of the charter party
11.7 Bill of lading
11.8 Ship owners' license and lien

CHAPTER TWELVE
12.0 Law of Succession
12.1 Wills and nature of wills
12.2 Formalities a of will
12.3 Types of wills
12.4 Revocation of wills
12.5 Probate of wills
12.6 Legacies
12.7 Gifts

CHAPTER THIRTEEN

13.0 Law of Property

13.1 Nature and classification of property
13.2 Distinction between real and personal property
13.3 Doctrine of tenure estates
13.4 Land estates applied in Uganda
13.5 Easements and profits
13.6 Mortgaging of land and other immovable assets
13.5 Chouses in action
13.6 Bills of exchange and cheques

CHAPTER FOURTEEN

14.0 Law of trusts

14.1 Nature of a trust
14.2 Formalities of a trust
14.3 Parties of a trust
14.4 Certainties of a trust
14.5 Appointment of trustees
14.6 Breach and revocation

CHAPTER FIFTEEN

15.0 Patents, Copyrights and Trademarks

15.1 Difference among the three
15.2 Rights of trademarks and copyrights
15.3 Application of patents, trademarks and copyrights in Uganda

MODE OF DELIVERY

The mode of delivery will include: lecture, hands-on, demonstration, group discussions and presentation.

ASSESSMENT OF THE COURSE

This course unit will be assessed out of	100 marks as follows;
Course work by continuous assessment	30%
Final examination	70%
Total	**100%**

The marks will be converted into Grade points.
There will be the final examination in the last two weeks of the semester.

REFERENCES

1. Abbot K.A. (1998) Company law, D. P. Publications Limited
2. Atiyah P.S. (1981) An Introduction to the law of contract
3. Bullock J. M. (1981) Company Law, H. F. L. Publishers Limited
4. Kuchhal M. C. Merchantile law, Vikas Publishing House
5. Keenman Denis (1990) Smith and Keenan's English law Pitman, London

24.5 COMPUTER APPLICATIONS II

COURSE CODE DSOA 1205

CREDIT UNITS 03

CONTACT HOURS 45

COURSE DESCRIPTION

This course enables students to acquire basic knowledge and skills in MS Access, MS Power Point and Internet.

LEARNING OUTCOMES

At the end of this course, Students should l be able to:

1. Create databases using Microsoft Access.
2. Make presentations using Microsoft Power point
3. Use search engines to obtain academic and other information

OBJECTIVES

By the end of this course learners should be able to:

1. Identify the different Applications within an Office environment
2. Acquire skills in basic computer software applications and apply them in various business situations in order to facilitate the information management function.
3. Appreciate computer applications in business through hands on
4. Demonstrate the ability to use the common software applications of Microsoft Word, and Microsoft Excel
5. Produce business documents and data analysis and models applicable to business environment

COURSE CONTENT

CHAPTER ONE

1.0 Database Management (Microsoft Access)

1.1 Starting MS Access
1.2 Creating data bases
1.3 Crating data tables; Using design view, table wizard, by entering data
1.4 Creating relationships between tables
1.5 Creating forms; using form wizard
1.6 Creating queries; using design view, using query wizard
1.7 Sorting and filtering data
1.8 Formatting data in different objects
1.9 Generating reports using report wizard
1.10 printing
1.11 Practice assignments

CHAPTER TWO

2.0 Presentation management (Microsoft point)

2.1 Starting MS Power Point
2.2 Starting a slide presentation and selecting the slides of desire
2.3 Formatting slides in the slide sorter
2.4 Adding coloring to slides

2.5 Graphing in the slides
2.6 Formatting slide show for different slide designs, layouts and animation schemes
2.7 Viewing a slide show
2.8 Saving and printing the slide presentation
2.9 Practice assignments

CHAPTER THREE

3.0 Internet/Intranet

3.1 Internet definition
3.2 History of Internet
3.3 Uses of Internet
3.4 ISP (Internet Service Providers)
3.5 DNS (Domain Name Systems)
3.6 www (World Wide Web)
3.7 Internet Browsers and Search Engines; Google Chrome, Internet Explorer, Mozira Firefox, OPERA
3.8 URL(Uniform Resource Locator)
3.9 Web Portals
3.10 Navigator/Bookmarks/links
3.11 Uploading and Downloading
3.12 Webmail (Electronic Mails); Thunderbird, Outlook.
3.13 Working with news groups
3.14 Printing and Saving Documents
3.15 Social Networking Web: Facebook, Twiter, Google, Yahoo messenger (chart room),
3.16 http: (hypertext Transfer Protocal)
3.16 Creating a homepage
3.17 Internet Security; Virus Infection, Firewalls, Open source programmes (Thunderbird, Outlook Google Chrome, Internet Explorer, Mozira Firefox, OPERA)

MODE OF DELIVERY

The mode of delivery will include: lecture, hands-on, demonstration, group discussions and presentation.

ASSESSMENT OF THE COURSE

This course unit will be assessed out of 100 marks as follows;

Course work by continuous assessment	30%
Final examination	70%
Total	**100%**

The marks will be converted into Grade points.
There will be the final examination in the last two weeks of the semester.

REFERENCES

1. Kathy Ivens and Thomas Barich(1997), How to use Microsoft Office' 97, Ziff-Davis press
2. Whitecomb A and Brown B, Key boarding and Document production, Stanley Thornes, **Chem.: emam**
3. E.S. Waburoko(200), An introduction to information technology, Department to Distance Learning, Edsoft Computer Institute
4. Teach yourself Microsoft Excel 97 in 24 Hours by Linda Jones and Reul L. Hernadez by S: MS

24.6 OFFICE MACHINES AND EQUIPMENT

COURSE CODE DSOA 1206

CREDIT UNITS 04

CONTACT HOURS 60

COURSE DESCRIPTION
This course introduces students to handling and caring of different office machines and equipments, solving problems for the machines. The students are also introduced to the practical part of using every machine in an organization.

LEARNING OUT COMES
By the end of this course the students should be having the skill of using different types of machines in an office

OBJECTIVES OF THE COURSE
By the end of this course students should be able to:
1. Describe different types of machines in an office
2. Care and maintene different types of office machines
3. Use different types office machines

COURSE CONTENT

CHAPTER ONE
1.0 Introduction
1.1 Identifying and describing different types of office machines and equipment
1.2 Functions of each item
1.3 Care and maintenance

CHAPTER TWO
2.0 Manually operated office machines
2.1 Stapling machine
2.2 Staple remover
2.3 Punching machine
2.4 Treamer (paper cutter)
2.5 Spiral binding machine
2.6 Rolling machine
2.7 Typewriter
2.8 Numbering machine
2.9 Date stamps

CHAPTER THREE
3.0 Electronic Machines and equipment
3.1 Computer
3.2 Scanner
3.3 Photocopier
3.4 Laminating machine
3.5 Electronic paper cutter
3.6 Electronic stapling machine

3.7 Printers – offset, colour, matrix, etc
3.8 Polythene sealing machine
3.9 Beamer (projector)

CHAPTER FOUR

4.0 General office equipment and materials
4.1 Office layout
4.2 Filing – making a manila file, organizing a filing system, tools and equipments to be used in filing process
4.3 Making parcels and envelopes
4.4 Office trays
4.5 Types and application of files
4.6 Filing cabinets

MODE OF DELIVERY

The mode of delivery will include: lecture, hands-on, demonstration, group discussions and presentation.

ASSESSMENT OF THE COURSE

This course unit will be assessed out of 100 marks as follows;

Course work by continuous assessment	30%
Final examination	70%
Total	**100%**

The marks will be converted into Grade points.
There will be the final examination in the last two weeks of the semester.

24.7 PROJECT II

COURSE CODE DSOA 1207

CREDIT UNITS 05

CONTACT HOURS 75

PROJECT DESCRIPTION

This course introduces students to the practice of printing, filing office documents, recording minutes, speed typing, handling and using different office machines.

LEARNING OUTCOMES

By the end of this course the student will be able to master the key board,design custer evaluation forms,take dictations in short hand, file documents, write minutes and make reports

OBJECTIVES OF THE PROJECT

By the end of the course students should be able to:
1. Bind and print the labels of books
2. File office documents within a business organization
3. Record and produce minutes from meetings, seminars and assemblies.
4. Type at a speed of 30 wpm using a typewriter and a computer
5. Arrange and organize an office

SYLLABUS CONTENT

CHAPTER ONE

1.0 Keyboard skills projects
1.1 Printing, binding and laminating
1.2 Stencil duplication
1.3 Filing office documents
1.4 Using typing tutor applications II
1.5 Accuracy and speed development II (touch typing 30 wpm)
1.6 Creating an office layout
1.7 Designing and printing an agenda and take minutes of a live meeting and general assembly

CHAPTER TWO

2.0 Making presentations in Kiswahili during
2.1 Debates,
2.2 Reading news
2.3 Drama
2.4 Public Speaking

CHAPTER THREE

3.0 Receiving visitors at the reception desk

3.1 Answer telephone calls

3.2 Designing a customer evaluation form

CHAPTER FOUR

4.0 Shorthand II projects

4.1 Taking dictations and producing minutes from a live meeting, public functions and general assembly

CHAPTER FIVE

Secretarial duties projects

5.0 Office Organization and control

5.1 Filing documents in various types of files

5.2 Sending and receiving telephone messages and calls

5.3 Preparing an itinerary for the superior

5.4 Reading minutes of the meeting

5.5 Preparing a formal report

CHAPTER SIX

6.0 Innovation: Student's self initiated project related to the programme.

MODE OF DELIVERY

The mode of delivery will include demonstration, group discussions and presentation

ASSESSMENT OF THE COURSE

This course unit shall be assessed out of 100 marks as follows:

Project Assessment 1	20%
Project Assessment 2	20%
Student's Personal Innovation	20%
Project Assessment 4	40%
Total	**100%**

The marks will be converted into Grade points.

24.8 FIELD WORK

COURSE CODE DSOA 1208

CREDIT UNITS 05

CONTACT HOURS 75

COURSE DESCRIPTION
This course enables students to transform the knowledge and skills obtained in class into real practical job performance.

LEARNING OUTCOMES
By the end of this course the student will acquire the skills of working with others in a given organization and put into practice what was studied in class.

OBJECTIVES OF THE COURSE
By the end of the course students should be able to:
1. Familiarize themselves with workplace environment
2. Translate what was learnt in class into real life situation
3. Acquire more job competences.
4. Market themselves to prospective employers through demonstration of skills.

SYLLABUS CONTENT
1. Intern orientation to the workplace
2. Planning, identifying and scheduling of industrial training tasks and activities
3. Working under the guidance of the industrial training organization supervisor
4. Visitation by the training institution supervisor to share the experiences and challenges facing the intern.

MODE OF DELIVERY/PROCEDURE
The mode of delivery/procedure shall include; practice, demonstration and supervision.

ASSESSMENT OF THE COURSE
This course unit shall be assessed out of 100 marks as follows;

Industrial Training

1. Training institution supervisor	10%
2. Workplace supervisor's assessment	30%
3. Intern's report	30%
Sub total	**70%**
Study Tours	**30%**
Total	**100%**

The marks will be converted to grade points.

25.0 YEAR TWO SEMESTER ONE

25.1 KEYBOARD SKILLS III

Course code DSOA 2101

Credit units 05

CONTACT HOURS 75

COURSE DESCRIPTION
This course introduces students to advanced typewriting skills of all categories including tabulation, manuscript, centering, etc.

LEARNING OUTCOMES
By the end of this course students will be able to type office documents with continuation pages, preparing forms, form filling and typing at a speed of 40 words per minute.

OBJECTIVES
By the end of the semester, students should be able to:
1 Display mastery of the keyboard in the alphabet, numerals, signs and the entire operational parts of the machine
2 Apply a thorough theoretical and practical knowledge pertaining to production of work in typewriting
3 Type at a speed of 40 w.p.m (minimum) with at most 5% error tolerance
4 Use a sense of judgment in the use of appropriate stationery

SYLLABUS CONTENT

CHAPTER ONE
1.0 Review of Keyboard Skills I, and II

CHAPTER TWO
2.0 Typing from manuscript
2.1 Accuracy, speed development
2.2 Manuscript for typing
2.3 Printers correction signs
2.4 Paragraph headings
2.5 Continuation sheet
2.6 Horizontal and vertical headings

CHAPTER THREE
3.0 Letters
3.1 Accuracy, speed development
3.2 Letterhead paper
3.3 Layout, line spacing, margins and punctuation
3.4 Parts of a letter, styles
3.5 Continuation sheet

CHAPTER FOUR
4.0 Memorandum
4.1 Parts, layout and the continuation sheet

CHAPTER FIVE

5.0 Forms

5.1 Typing prepare forms for reproduction
5.2 Filling in forms on the typewriter
5.4 Job descriptions and specifications
5.5 Form letters

MODE OF DELIVERY

The mode of delivery will include: lecture, hands-on, demonstration, group discussions and presentation.

ASSESSMENT OF THE COURSE

This course unit will be assessed out of 100 marks as follows;

Course work by continuous assessment	30%
Final examination	70%
Total	**100%**

The marks will be converted into Grade points.
There will be the final examination in the last two weeks of the semester.

REFERENCES

1 Drumond A. and Coles Mogford (1988) Typing first course, MacGraw – Hill United States
2 Drumond A. and Coles Mogford (1989) Applied Typing, MacGraw – Hill book Company, United Kingdom
3 Drumond A. and Coles Mogford (1989) Practical Typing exercises, Book two 3rd edition
4 Mackay E. (1987) Universal Typing Advanced, Pitman Publishing London
5 Iles J. (1985) Progressive Tabulation Workbook, Pitman Publishing, London
6 Mackay E. (1988): Universal Typing 3rd edition, Pitman Publishing London
7 Murphy P. A. and E Barlow (1982) Progressive Typing Assignment, London

25.2 SHORTHAND III

Course code DSOA 2102

Credit units 05

CONTACT HOURS 75

COURSE DESCRIPTION
This course introduces students to the speedy drilling of shorthand signs as well as writing of signs from complex English speeches.

LEARNING OUTCOMES
By the end of this course the students will acquire the skill of careful listening, write at speed of 60 – 70 words per minute in shorthand and correct writing and reading back of shorthand notes.

OBJECTIVES OF THE COURSE
By the end of this course the student should be able to:
1. Acquire the art of careful listening and correct recording of the spoken words
2. Acquire the technique of writing readable shorthand notes
3. Acquire the ability to write shorthand at 60 – 70 w.p.m
4. Acquire the vocabulary components of homophones and homonyms
5. Read back shorthand notes
6. Transcribe notes according to set standards
7. Take down dictated notes in Shorthand at a speed of 60 – 70 w.p.m .
8. Transcribe into longhand notes taken down within stipulated time limit and error tolerance

SYLLABUS CONTENT

CHAPTER ONE
1.0 Review of shorthand I and II

CHAPTER TWO
2.0 Double consonants Pl series and Pr series
2.1 Special use of double consonants
2.2 Double consonants – curves
2.3 Additional forms
2.4 N Hook
2.5 F and V hook

CHAPTER THREE
3.0 Shun hook
3.1 S-shun
3.2 Compound consonants
3.3 Wl and Whl
3.4 Tick and Dot H
3.5 Omissions of consonants

MODE OF DELIVERY

The mode of delivery will include: lecture, hands-on, demonstration, group discussions and presentation.

ASSESSMENT OF THE COURSE

This course unit will be assessed out of 100 marks as follows;

Course work by continuous assessment	30%
Final examination	70%
Total	**100%**

The marks will be converted into Grade points.

There will be the final examination in the last two weeks of the semester.

REFERENCES

1. Ball B. (1984) Student Learning guide, Pitman publishing
2. Canning B. W. (1975) Pitman 2000 shorthand dictation practice, Sir Isaac Pitman
3. Coombs B. (1988) A new review dictation book and key
4. Gwen M. Williams (1976) Discovery with Pitman 2000
5. Pitman (1970) A students' Review of Pitman shorthand
6. Sharp D and Trimnel D. (1987) realistic business diction book.

25.3 SECRETARIAL DUTIES

COURSE CODE DSOA 2103

CREDIT UNITS 04

CONTACT HOURS 60

COURSE DESCRIPTION
The students will be introduced to the roles, duties, qualities of secretaries in an organization, how to handle different tasks using different office machines.

LEARNING OUTCOMES

By the end of this course students will be able to carry out duties of a secretary, manage office layout and safety, ably use office machines and equipment and practice good customer care.

OBJECTIVES:
By the end of this course, students should be able to:
1. Carry out the duties of a competent secretary
2. Direct and control the junior staff under him or her
3. Manage an office effectively

SYLLABUS CONTENT:

CHAPTER ONE
1. 0 Background to business:
1.1 Different types of business organizations
1.2 The management structure
1.3 Departments
1.4 Organisation of office support

CHAPTER TWO
2.0 The office.
2.1. Introduction of office (definition)
2.2 Its functions
2.3 The layout (open plan, landscape and partitioned)
2.4 Office standards
2.5 Office machines
2.6 Office furniture
2.7 Office equipment (plant)
2.8 Nature of office work
2.9 Office stationery

CHAPTER THREE
3.0 Office personnel
3.1 Formulation of policies and general staff
3.2 The manager
3.3 Supervisors
3.4 Secretaries

3.5 Audio-typists
3.6 Stenographers
3.7 Typists
3.8 Messengers
3.9 Office juniors (attendants and receptionist)
3.10 Data clerks

CHAPTER FOUR
4.0 The secretary:
4.1 The function of the secretary in general office work
4.2 The secretary's day (before the day)
4.3 During the day
4.4 At the end of the day

CHAPTER FIVE
5.0 Communication
5.1 Definition
5.2 Types of communication
5.3 Channels of communication
5.4 Barriers to effective communication
5.5 Steps taken to overcome such barriers
5.6 Communication equipment
5.7 Use of dictation machines

CHAPTER SIX
6.0 Meetings
6.1 Introduction
6.2 Terms and documents used in meetings
6.3 Types and structure of committees
6.4 Personnel and their duties
6.5 Routine procedure of meetings

CHAPTER SEVEN
7.0 Mails handling
7.1 Procedure and equipment for handling incoming and outgoing mail
7.2 The secretary's duties relating to mail

CHAPTER EIGHT
8.0 Reception
8.1 Receptionist
8.2 Reception office/desk
8.3 Diaries/registers

CHAPTER NINE
9.0 Procedure for handling petty cash and using bank current accounts service
9.1 The imprest system
9.2 Complete petty cash account from a given data
9.3 Routine transactions involved in maintaining a current account with a bank

CHAPTER TEN
10.0 Human/personal relations
10.1 Human relations in the office

10.2 Personal awareness
10.3 Ethics and conduct of a secretary
10.4 Appreciate the need for adaptability to achieve a professional working relationship

MODE OF DELIVERY

The mode of delivery will include: lecture, hands-on, demonstration, group discussions and presentation.

ASSESSMENT OF THE COURSE

This course unit will be assessed out of	100 marks as follows;
Course work by continuous assessment	30%
Final examination	70%
Total	**100%**

The marks will be converted into Grade points.
There will be the final examination in the last two weeks of the semester.

REFERENCES

1. Anson Penny (1988) Secretarial duties
2. Ashok K. Bagrial (1985) Secretarial Practice
3. Austin Evalyne (1983) Senior Secretarial duties
4. Harding Hellen (1988) Office Organisation and Secretarial Administration
5. Harrison John (1975) Secretarial duties
6. Robb Helen (1983) Teaching secretarial duties
7. Standingford Oliver (1964) Simplifying office work,

25.4 MANAGEMENT INFORMATION SYSTEMS

COURSE CODE DSOA 2104

CREDIT UNITS 04

CONTACT HOURS 60

COURSE DESCRIPTION

This course is intended to emphasize the integration of business and technical considerations in the design, implementation and management of information systems. Students will be introduced to various business and management information systems, and the environment in which they function.

LEARNING OUTCOMES

The students will learn the theory and practical application of these systems, as well as their implementation in the business community.

OBJECTIVES OF THE COURSE

By the end of this course, the student should be able to;

1. Relate information, systems to information systems
2. Identify different technologies used in information systems in business organizations
3. Explain how IS are applicable to Business
4. Explain how information systems are used in organizations

COURSE CONTENT

CHAPTER ONE

1.0 Information System Fundamentals

1.1 Definitions-data, information
1.2 Information processing

CHAPTER TWO

2.0 Systems

2.1 Definitions
2.2 Introduction to IS
2.3 Information systems components and categories
2.4 The role of computers in Information systems
2.5 Limitations of computers in IS
2.6 Categories of Information Systems

CHAPTER THREE

3.0 Information Technology in Business Information Systems

3.1 Telecommunications
3.2 Telecommunications in daily use
3.3 Telecommunications Applications in Business Today
3.4 Computer networks in Business Information Systems
3.5 The internet in Business Information Systems

CHAPTER FOUR

4.0 Information Systems in Organizations

4.1 Organizations definition
4.2 Why organizations exist
4.3 Characteristics of organizations
4.4 Organization structures
4.5 IS in organizations
4.6 Types of Information Systems
4.7 Relations between Information Systems in an Organization

CHAPTER FIVE

1.0 E-Business Applications and Management

1.1 E-Business and E-commerce
1.2 E-commerce activities
1.3 Rise, impact and barriers to e-commerce
1.4 E-Business Applications
1.5 E-commerce Infrastructure
1.6 Elements of E-commerce
1.7 Advantages and disadvantage
1.8 The process of e-commerce
1.9 E-commerce software and E-commerce payment systems

CHAPTER SIX

2.0 E-Business Applications and Management

2.1 Functional Business Systems
2.2 Marketing Systems
2.3 Manufacturing Systems
2.4 Human Resource Systems
2.5 Accounting Systems
2.6 Financial Management Systems

CHAPTER SEVEN

3.0 Acquisition and Development of Computer Information Systems

3.1 Introduction to IS Acquisition
3.2 Bespoke development
3.3 User developed systems
3.4 Off-the-shelf systems
3.5 System development life cycle
3.6 Other methodologies

CHAPTER EIGHT

4.0 Managing Contemporary Information Systems

4.1 Computer Information Systems Security
4.2 Concern for system builders and users
4.3 Creating a control environment

MODE OF DELIVERY

The mode of delivery will include: lecture, hands-on, demonstration, group discussions and presentation.

ASSESSMENT OF THE COURSE

This course unit will be assessed out of 100 marks as follows;

Course work by continuous assessment	30%
Final examination	70%
Total	100%

The marks will be converted into Grade points.
There will be the final examination in the last two weeks of the semester.

REFERENCES

1. Kenneth C. Laudon & Jane P. Laudon Management Information Systems 8th Edition

25.5 COMPUTER GRAPHICS

Course code DSOA 2105

Credit units 04

CONTACT HOURS 60

COURSE DESCRIPTION
This course introduces students to the creative designing of different publications and documents using computer graphics software applications like Corel draw graphics, Adobe Illustrator, Adobe In-design, Adobe PageMaker, etc. to design certificates of merit, invitation cards, labels, etc.

LEARNING OUTCOMES
By the end of this course the students will acquire the skills of using graphic software applications in Adobe PageMaker, Adobe InDesign, Adobe Illustrator, Adobe Photoshop and CorelDraw, and design certificates, cards for wedding, invitation, success, banners and other documents and publications needed.

OBJECTIVES OF THE COURSE
By the end of this course, the student will be able to;
1. Use graphics software applications under the adobe family
2. Use navigate application windows
3. Design graphic publications

SYLLABUS CONTENT

CHAPTER ONE
1.0 Looking at the work area
1.1 Using the welcome screen
1.2 About the working area

CHAPTER TWO
2.0 Using tools and commands
2.1 Changing the tool pointer
2.2 Using the tool tips
2.3 Over view of tools (1-5)
2.4 Choosing commands
2.5 Customizing short cuts

CHAPTER THREE
3.0 Using palates
3.1 pallets
3.2 Using and hiding pallets
3.3 Changing the palette display
3.4 Entering values in palettes and dialogue boxes
3.5 Using the status bar
3.6 Undoing and redoing changes
3.7 Customizing your illustrator/ in design work
3.8 Exiting

CHAPTER FOUR

4.0 Arranging and combining objects
4.1 Selecting objects
4.2 Positioning objects
4.3 Organizing objects
4.4 Grouping objects
4.5 Publishing objects
4.6 Hiding and deleting objects
4.7 Combining objects into complex shapes
4.8 Using clipping masks

CHAPTER FIVE

5.0 Apply color fills and stokes
5.1 About color modes and color models
5.2 Changing the color mode of the document
5.3 Selecting color
5.4 Working with swathes
5.5 Changing global colors and tints
5.6 Modifying colors
5.7 Applying color fills and strokes to objects

CHAPTER SIX

6.0 Using transparency, gradient and patterns
6.1 Working with transparency
6.2 Working with gradient, meshes and blends
6.3 Working with patterns
6.4 Printing work

MODE OF DELIVERY

The mode of delivery will include: lecture, hands-on, demonstration, group discussions and presentation.

ASSESSMENT OF THE COURSE

This course unit will be assessed out of 100 marks as follows;

Course work by continuous assessment	30%
Final examination	70%
Total	**100%**

The marks will be converted into Grade points.
There will be the final examination in the last two weeks of the semester.

REFERENCES

1. Adobe PageMaker tutorials www.adobe.com
2. Adobe Illustrator tutorials www.adobe.com
3. Adobe In design tutorials www.adobe.com
4. Corel-draw graphics tutorials and ACC handouts
5. Any other relevant information or textbook

25.6 SECRETARIAL PROJECT III

Course code DSOA 2106

Credit units 05

CONTACT HOURS 75

PROJECT DESCRIPTION

This course enables studentss to put what they have learnt theoretically into practice. It introduces students to the practice of making simple petty cashbooks, developing speed in typing work, maintenance of offices and office procedures, writing advanced shorthand, better use of Kiswahili language in communication and computer technology.

PROJECT OUTPUT

By the end of this course the student be able to service type writers, take dictations in shorthand & produce minutes, communicate in Kiswahili, dissemble and assemble a computer, use internet and design office lay out.

OBJECTIVES OF THE PROJECT

By the end of the course students should be able to:

1. Use, service and carryout simple maintenance of the printers, scanners as well as the rolling machines.
2. Design and create different types of publications for print
3. Type at a speed of 50 wpm and more both on typewriters and computers

PROJECT ACTIVITIES

CHAPTER ONE

1.0 Keyboard skills III projects

1.1 Servicing and maintenance of typewriters
1.2 Accuracy and speed development III (touch typing 40 wpm)
1.3 Using typing tutor applications III
1.4 Design and print office documents

CHAPTER TWO

1.0 Shorthand project

1.1 Taking dictations and producing minutes from a live meeting, public functions and general assembly

CHAPTER THREE

2.0 Kiswahili projects

2.1 **Correspondence and their composition**
2.2 Communication
2.3 Minutes
2.4 Debates

CHAPTER FOUR

4.0 Computer technology proposed projects
4.1 Dissemble and assemble computer hardware components

4.2 Compute a pay roll for a given company using Microsoft excel
4.3 Create e-mail addresses using different e-mail websites
4.4 Communicate on facebook, email, twitter and skyper
4.5 Post information on the website
4.6 Program a computer

CHAPTER FIVE
Office management projects
5.0 Design an organization chart
5.1 File documents using various methods
5.2 Teleconferencing using mobile phones
5.3 Designing an office layout
5.4 Communicating to lower staff and clients
5.5 Chairing a meeting

CHAPTER SIX
6.0 Innovation: Student's self initiated project relevant to the programme.

MODE OF DELIVERY

The mode of delivery will include; demonstration, hands-on, group discussions and presentation

ASSESSMENT OF THE COURSE
This course unit shall be assessed out of 100 marks as follows:

Project Assessment 1	20%
Project Assessment 2	20%
Student's Personal Innovation	20%
Project Assessment 4	40%
Total	**100%**

The marks will be converted into Grade points.

26.0 YEAR TWO SEMESTER TWO

26.1 KEYBOARD SKILLS IV

Course code DSOA 2201

Credit units 05

CONTACT HOURS 75

COURSE DESCRIPTION
This course enables studentss to develop speed in typewriting public notices, displayed work with different layouts, tabulated statements, literary typing and technical typing.

LEARNING OUTCOMES
By the end of the course the student will be able to type at a high speed of more than 50 words per minute and producing accurate work.

OBJECTIVES
By the end of the semester, students should be able to:
1 Display mastery of the keyboard in the alphabet, numerals, signs and the entire operational parts of the machine
2 Apply a thorough theoretical and practical knowledge pertaining to production work in typewriting
3 Type at a speed of 50 w.p.m (minimum) with reasonable accuracy (with at most 5% error tolerance)
4 Use a sense of judgment in the use of appropriate stationery
5 Undertake further studies in keyboard skills

SYLLABUS CONTENT

CHAPTER ONE
1.0 Review of Keyboard Skills I, II and III

CHAPTER TWO
2.0 Displayed work
2.1 Blocked and centered styles of centering displayed work
2.2 How to display a menu
2.3 Display of an invitation
2.4 Leader dots
2.5 Justified right margins
2.6 Leaflets; four-page leaflets on A4, A5 and A6 landscape and portrait.
2.7 Ornamentation (Decorated borders)
2.8 Form filling and completion
2.9 Roman numerals and other numberings

CHAPTER THREE
3.0 Tabulation
3.1 Horizontal and vertical centering
3.2 Varying the space between columns

3.3 Leader dots
3.4 Ruling a table
3.5 Vertical rulings
3.6 Vertical headings read downward/sideways
3.7 Horizontal rulings
3.8 spaced/parallel ruling
3.9 Curriculum vitae/résumé

CHAPTER FOUR
4.0 Literary Typing
4.1 Articles, stories and novels,
4.2 Poems and songs,
4.3 Stage plays and conversations,
4.4 Radios and television plays

CHAPTER FIVE
5.0 Technical Typing
5.1 Scientific and mathematical typing
5.2 Typing in foreign languages
5.3 Specifications

MODE OF DELIVERY
The mode of delivery will include: lecture, hands-on, demonstration, group discussions and presentation.

ASSESSMENT OF THE COURSE

This course unit will be assessed out of	100 marks as follows;
Course work by continuous assessment	30%
Final examination	70%
Total	**100%**

The marks will be converted into Grade points.
There will be the final examination in the last two weeks of the semester.

REFERENCES

1 Drumond A. and Coles Mogford (1988) Typing first course, MacGraw – Hill United States
2 Drumond A. and Coles Mogford (1989) Applied Typing, MacGraw – Hill book Company, United Kingdom
3 Drumond A. and Coles Mogford (1989) Practical Typing exercises, Book two 3rd edition
4 Mackay E. (1987) Universal Typing Advanced, Pitman Publishing London
5 Iles J. (1985) Progressive Tabulation Workbook, Pitman Publishing, London
6 Mackay E. (1988): Universal Typing 3rd edition, Pitman Publishing London
7 Murphy P. A. and E Barlow (1982) Progressive Typing Assignment, London

26.2 SHORTHAND IV

Course code DSOA 2202

Credit units 05

CONTACT HOURS 75

COURSE DESCRIPTION
This course introduces students to the mastery of shorthand and drilling at an advanced speed.

LEARNING OUTCOMES
By the end of this course the student will be able to carefully listen and write at speed of 80 – 100 words per minute in shorthand .

OBJECTIVES OF THE COURSE
By the end of this course, students should be able to:
1. Acquire the art of careful listening and correct recording of the spoken words
2. Acquire the technique of writing readable shorthand notes
3. Acquire the ability to write shorthand at 80 – 100 w.p.m
4. Acquire the vocabulary components of homophones and homonyms
5. Read back shorthand notes
6. Transcribe notes according to set standards
7. Take down dictated notes in Shorthand at a speed of 80 – 100 w.p.m .
8. Transcribe into longhand notes taken down within stipulated time limit and error tolerance

SYLLABUS CONTENT

CHAPTER ONE
1.0 Review of shorthand I, II and III

CHAPTER TWO

2.0 Doubling principle
2.1 Prefixes
2.2 Suffixes and word-endings
2.3 Diphones
2.4 Medial W

CHAPTER THREE
3.0 Upward SH
3.1 Stroke S
3.2 Figures
3.3 Compound words
3.4 Intersections
3.5 List of short forms I
3.6 List of short forms II
3.7 List of short forms III
3.8 Index.

MODE OF DELIVERY

The mode of delivery will include: lecture, hands-on, demonstration, group discussions and presentation.

ASSESSMENT OF THE COURSE

This course unit will be assessed out of 100 marks as follows;

Course work by continuous assessment	30%
Final examination	70%
Total	**100%**

The marks will be converted into Grade points.

There will be the final examination in the last two weeks of the semester.

REFERENCES

1. Ball B. (1984) Student Learning guide, Pitman publishing
2. Canning B. W. (1975) Pitman 2000 shorthand dictation practice, Sir Isaac Pitman
3. Coombs B. (1988) A new review dictation book and key
4. Gwen M. Williams (1976) Discovery with Pitman 2000
5. Pitman (1970) A students' Review of Pitman shorthand
6. Sharp D and Trimnel D. (1987) realistic business diction book.

25.3 OFFICE MANAGEMENT

Course code DSOA 2203

Credit units 04

CONTACT HOURS 60

COURSE DESCRIPTION

The course provides students with knowledge of managing offices like reception duties, developing of office systems and procedures, handling of phones and switch boards, office services and procedures, records management, filing, office machines, office stationery, office furniture and other agency services.

LEARNING OUTCOMES

By the end of this course students will acquire the knowledge and skills of proper management of the organization's offices through the use and maintenance of office machinery, use of appropriate stationery and supervise the subordinates.

OBJECTIVES OF THE COURSE

By the end of this course, students should be able to;

1. Organize and manage an office
2. Supervise staff under him/her
3. Use and maintain office equipment found in a standard office

SYLLABUS CONTENT

CHAPTER ONE

1.0 Introduction – Office management

1.1 Office organization,
1.2 Office practice,
1.3 Objectiveness of business,
1.4 Principles of Organization,
1.5 Forms of organization,
1.6 Functions of management

CHAPTER TWO

2.0 The office and office management

2.1 Functions of an office
2.2 Office management, the office staff, qualities of an office worker

CHAPTER THREE

3.0 Office premises and environment

3.1 The office site
3.2 Office layout
3.3 Office landscaping, Partitioned or private office
3.4 Working environment

CHAPTER FOUR

4.0 Reception

4.1 The reception office

4.2 Importance of the reception office, location of the reception office, Layout of the Reception office, the work of the receptionist, qualities of receptionist, reception Procedure.

CHAPTER FIVE

5.0 **The telephone and switch board**

5.1 Telephone as a task of communication

5.2 Telephone services, Telephone messages, passing services, telex, E- mail, fax,

5.3 Teleconferencing

CHAPTER SIX

6.0 **Office services and procedures**

6.1 Centralization of office services

6.2 Typing pool

6.3 Office Manuals.

6.4 Mail management

CHAPTER SEVEN

1.0 Records management and filing

7.1 Definition of filing

7.2 Types of filing

7.3 Methods of filing

7.4 Filing equipments, filing cabinets, indexing, cross Reference, Micro filing

7.5 Records management,

7.6 Classification of information

7.7 Stock records and control

7.8 Wages records and control

7.9 Prevention of fraud

7.10 Cash management –Petty cash

7.11 Control of forms, documents and literature

CHAPTER EIGHT

8.0 Office stationery and forms

8.1 Purchasing system in firms,

8.2 Bin card,

8.3 Receipt of stationery,

8.4 Continuous stationery

8.5 Office forms and design of forms,

8.6 Reprographic services

CHAPTER NINE

9.0 Office machines and equipments

9.1 Advantages of office machines, factors to consider when buying machines, common

9.2 Machines used in general office

9.3 Safe guards, security personnel and protective wear

CHAPTER TEN

10.0 **Office furniture**
10.1 Basic principles in selecting the furniture
10.2 Types of furniture

CHAPTER ELEVEN
2.5 Work simplification and office control
11.1 Objectives of work simplification, guidelines of office simplification, steps
11.2 In planning for improvement of procedures and methods, office cost control O and M (organization and methods)

CHAPTER TWELVE
12.0 Agency Services
12.1 NSSF-National Social security fund
12.2 NHIF- National Health Insurance Fund
12.3 General insurance services
12.4 Trade unions
12.5 General Post office and similar organizations
12.6 Employer's Unions

MODE OF DELIVERY
The mode of delivery will include: lecture, hands-on, demonstration, group discussions and presentation.

ASSESSMENT OF THE COURSE
This course unit will be assessed out of 100 marks as follows;
Course work by continuous assessment 30%
Final examination 70%
Total 100%

The marks will be converted into Grade points.
There will be the final examination in the last two weeks of the semester.

REFERENCES

1. N.A Saleemi 1997 Office Organization and Practice Simplified
2. Harrison J 1990 Office Practice Second Edition. Pitman Publishing, London
3. Shaw Josephine 1980 Office Management 5th Edition, Macdonald Evans Ltd Pitman Publishing, London
4. Arora S.P. 1980 Office Organisation and Management, Vikas Publishing house PVT Ltd , London

26.4 CUSTOMER CARE

COURSE CODE DSOA 2204

CREDIT UNITS 04

CONTACT HOURS 60

COURSE DESCRIPTION

This course introduces students to the different ways of handling a customer, public relations, promotion of organizational good image and customer retention.

LEARNING OUTCOMES

By the end of this course the students will be able to handle and care for a customer.

OBJECTIVES OF THE COURSE

By the end of this course students should be able to:
1 Explain the meaning & importance of a customer
2 Handle a customer
3 Care for a customer
4 Apply the skills in customer retention and multiplication
5 Understand the consumer buying behavior

SYLLABUS CONTENT

CHAPTER ONE
1.0 Introduction
1.1 Definition of a customer
1.2 Types of customers
1.3 Doing a business in a rapidly changing economy
1.4 Introduction to applied behavioral sciences
1.5 Observation of behavior and experimentation
1.6 Buying as a problem solving process
1.7 Marketing concepts

CHAPTER TWO
2.0 Customer Behaviour and satisfaction
2.1 Introduction to customer behavior
2.2 Definition of customer value and satisfaction
2.3 Delivering customer value and satisfaction
2.4 Retaining customers
2.5 Customer profitability
2.6 Differences between the customer and consumer
2.7 Levels of consumer decision making
2.8 Buyer decision process
2.9 Customer development process
2.10 Customer satisfaction
2.11 Customer dissatisfaction

2.12 Finding about customers
2.13 Stages of consumer buying behaviour
2.14 Types of consumer buying behaviour
2.15 Models
2.16 Decision making process model

CHAPTER THREE
3.0 Psychological concepts and buying behavior
3.1 A model of customer behavior
3.2 Cognitive processes, sensation and perception of objects, events and people
3.3 Memory, language and conception
3.4 Subjective and objective factors in belief
3.5 Motivation and its analysis
3.6 Acts of remembering and forgetting
3.7 Recall and recognition
3.8 Factors influencing buyer behavior
3.9 The buying decision process
3.10 Predicting and influencing customer behavior

CHAPTER FOUR
4.0 Formation of Beliefs and attitudes
4.1 Definition of beliefs and attitudes
4.2 Relationship of attitudes to behavior
4.3 Theory of personality and its measurements
4.4 Frustration, conflicts and their resolution
4.5 Effects of association
4.6 Attitude, scaling and measurements
4.7 Effects of beliefs and attitudes on buying behavior
4.8 Validity of practice
4.9 Rational and irrational thinking
4.10 Symbols and images

CHAPTER FIVE
5.0 Social and cultural aspects
5.1 Awareness of self and others
5.2 The family unit
5.3 Group norms and influences
5.4 Reference groups
5.5 Consumer design theory/user behavior in given situations
5.6 Social responsibility review

CHAPTER SIX
6.0 Organizational behavior
6.1 The firm as a social unit
6.2 Customs affecting the control of business
6.3 Behavioral patterns and their relationship with functional groups
6.4 The work of Elton Mayo

CHAPTER SEVEN
7.0 Customer service and retention
7.1 Customer service
7.2 Customer retention
7.3 The role of customer service in customer retention

7.4 Other factors that influence customer retention

CHAPTER EIGHT
8.0 Recent developments in marketing
8.1 Consumerism
8.2 The digital revolution (the impact)
8.3 Marketing ethics and social responsibility

CHAPTER NINE
9.0 Promotional Tools
9.1 Price and different markets
9.2 Role of Advertising in industrial marketing
9.3 Importance of personal selling
9.4 Sales Promotion

CHAPTER TEN
10.0 Distribution decisions
10.1 Channels of distribution
10.2 Importance of using distribution channels
10.3 Distribution channel functions
10.4 Channel communication and performance
10.5 Elements of communication in marketing channel networks

CHAPTER ELEVEN
11.0 International Marketing
11.1 The importance of trade
11.2 The need for international marketing
11.3 International markets
11.4 Exporting and importing from abroad

CHAPTER TWELVE
12.0 Ethics and Social Responsibility
12.1 Introduction
12.2 Ethical codes
12.3 Emerging Ethical organizations
12.4 Ethical Behaviour
12.5 Social responsibility and Businesses
12.6 Questions for Discussion

MODE OF DELIVERY
The mode of delivery will include: lecture, hands-on, demonstration, group discussions and presentation.

ASSESSMENT OF THE COURSE
This course unit will be assessed out of 100 marks as follows;
Course work by continuous assessment 30%
Final examination 70%
Total 100%

The marks will be converted into Grade points.
There will be the final examination in the last two weeks of the semester.

REFERENCE

1. Stanton, W. M. And Futrell, C.(1999) Fundamentals Of Marketing 8th Edition
2. Ntayi, J. (1999) Marketing Theory; Problems Solving And Decision Making Approach And Practical Marketing 3rd Edition
3. The Fundamentals And Practice Of Marketing By Wilmshurst, Heinemann Professional Publishing
4. N. A. Saleemi (2009) Marketing simplified
5. Principles Of Marketing By Komunda Mable Birungi 2008 1st edition
6. Principles Of Marketing By Musiime Andrew
7. CMI Workbook By Phipps & Simmons
8. Principles Of Marketing By Phillip Kotler (2010)

26.5 PRINCIPLES AND PRACTICES OF ADMINISTRATION

Course code DSOA 2205

Credit units 04

CONTACT HOURS 60

COURSE DESCRIPTION
The course provides students with knowledge of Principles and practices of administration like office services and procedures, records management, filing, office machines, office furniture, personnel administration and communication.

LEARNING OUTCOMES
By the end of this course students will compently administer in an organization.

OBJECTIVES OF THE COURSE
By the end of this course the student should be able to:
1. Demonstrate the Understanding of the concepts, principles and practices of administration
2. Practice ethical and skilled administration in an organization
3. Appreciate the importance of production and operations function in an organization
4. Understand the role of administration in organizations and the procedures involved.
5. Carry out supervisory duties and responsibilities
6. Acquire knowledge of the major functional areas in administration and appreciate their role in the successful management of the business organization

SYLLABUS CONTENT

CHAPTER ONE
1.0 Introduction
1.1 Management functions
1.2 Policy and formulation of policy
1.3 Structure of organization
1.4 Principles of organization
1.5 Organizational charts and schedules
1.6 Organization manuals
1.7 Integrated systems of management and control

CHAPTER TWO
2.0 Administration of office
2.1 Division of responsibility
2.2 Delegation of authority
2.2.1 Reasons for delegation
2.2.2 Advantages of delegation
2.2.3 Disadvantages of delegation
2.2.4 Control of delegation
2.2.5 Barriers limitations to effective delegation
2.3 Office organization and coordination

2.4 Control of internal check
2.5 Office design, planning and layout
2.6 Office machines and equipment, their introduction, design and suitability
2.6.1 Uses and advantages of office machines
2.7 Office furniture, its design, types, suitability and layout.

CHAPTER THREE
3.0 Communication
3.1 Purpose, scope and procedure
3.2 Importance of good communication
3.3 Channels of communication
3.4 Methods of communication
3.5 Communication process
3.6 Barriers to effective communication
3.7 Consultations and reports

CHAPTER FOUR
4.0 Filing and Indexing
4.1 Definitions
4.2 Methods of filing and indexing
4.3 Classification of filing
4.5 Essentials of a good filing system
4.6 Filing equipment

CHAPTER FIVE
5.0 Personnel administration
5.1 Manpower planning and development
5.2 Recruitment, interviewing and selection
5.3 Job analysis, placing and training
5.4 Service conditions; Promotion policy and personnel records
5.5 Contract of service; its nature, scope and consequences
5.6 Duties and obligations of employer/employees, employer's vicarious liability
5.7 Wages and salary administration and legal requirements concerning them
5.8 Deduction procedures on the account of PAYE, Income Tax, sick pay, NSSF,LST

CHAPTER SIX
6**.0 Reports and reporting**
6.1 Data collection, writing and editing
6.2 Reporting procedures
6.3 Types of reports
6.4 Style of presentation/format
6.5 Circulation and follow up

CHAPTER SEVEN
7.0 General principles of administration
7.1 Committees
7.2 Gathering of information
7.3 Research
7.4 Financial controls

MODE OF DELIVERY

The mode of delivery will include: lecture, hands-on, demonstration, group discussions and presentation.

ASSESSMENT OF THE COURSE

This course unit will be assessed out of 100 marks as follows;

Course work by continuous assessment	30%
Final examination	70%
Total	**100%**

The marks will be converted into Grade points.
There will be the final examination in the last two weeks of the semester.

REFERENCES

1. Hand book of business management by Balunywa.
2. Business communication skills by Komunda Mable
3. Principles and practices of management by Brench and field etal
4. P. W. Betts 2000 Supervisory Management 7th Edition
5. Management By Koontz And Weinrich, Mcgraw Hill Company
6. Management Theory And Practice Chandan, Vikas Publishing Company
7. Fundamentals Of Management By Donnelly, Gibson And Evancevic, Irwin Publishers

26.6 PROJECT IV

Course code DSOA 2206

Credit units 05

CONTACT HOURS 75

PROJECT DESCRIPTION
This course enables students to have practical skills in various areas of real life experience related to law, typing, computer, shorthand and administration.

PROJECT OUTPUT
By the end of this course the student will be able to use and service rolling machines, dsign publications on computer, taking and editing photos, of making project work in various areas of study.

OBJECTIVES OF THE PROJECT
By the end of the course students should be able to:
1. Use, service and carryout simple maintenance of the printers, scanners as well as the rolling machines.
2. Design and create different types of publications for print
3. Type at a speed of 50 wpm and more both on typewriters and computers

PROJECT ACTIVITIES

CHAPTER ONE
1.0 Keyboard skills IV
1.1 Using, Servicing and maintenance of rolling machines
1.2 Using typing tutor applications IV
1.3 Accuracy and speed development IV (touch typing 50 wpm)
1.4 Servicing and maintenance of typewriters
1.5 Servicing and maintenance of other office equipment

CHAPTER TWO
2.0 Computer graphics projects
2.1 Designing publications like calendars, success cards brochures, identification cards, charts, posters, calendars, etc
2.2 Use, Servicing and maintenance Printers and scanners
2.3 Scanning and sending scanned items on internet by e-mail
2.4 Using a color printer
2.5 Taking and editing a coloured photo

CHAPTER THREE
3.0 **Shorthand IV project**
3.1 Taking dictations from live meetings, general assemblies, public functions, produce and print minutes.

CHAPTER FOUR
4.0 Business law proposed projects
4.1 Design a partnership deed for a particular business organisation

4.2 Form a business company dealing in supply of goods, enter into a contract that is binding and later terminate it under whatever conditions. Generate a file and keep all records right from formation up to termination
4.3 Analyse and make judgments on various cases.
4.4 Case study on sales act, contracts

CHAPTER FIVE
5.0 Principles and practices of Administration projects
5.1 Administering an office
5.2 Data collection
5.3 Designing an action report
5.4 Filing and Indexing
5.5 Designing a cross reference card to track files
5.6 Conflict resolution between two or more parties
5.7 Design questionnaires and analyse information
5.8 Designing an appraisal form

CHAPTER SIX
6.0 Innovation: Student's self initiated project related to the programme.

MODE OF DELIVERY

The mode of delivery shall include demonstration, group discussions and presentation

ASSESSMENT OF THE COURSE
This course unit shall be assessed out of 100 marks as follows:

Project Assessment 1	20%
Project Assessment 2	20%
Student's Personal Innovation	20%
Project Assessment 4	40%
Total	**100%**

The marks will be converted into Grade points.

27.0 LIST OF LECTURERS AND TECHNICAL STAFF IN THE FACULTY OF VOCATIONAL EDUCATION

S/N	NAME	QUALIFICATIONS	EXPERIENCE
1	Ahabwe John Paul	B. HRM (KIU), HD THM (KIU)	5 Years
2	Ainebyona Dickson K	BLIS (UCU)	4 Years
3	Akampurira Baker	Bsc. IT (UCU)	4 Years
4	Ampeire Diane	BA. Drama (MUK)	3 Years
5	Asiimwe Christine	Dip. Cosmetology	2 Years
6	Asiimwe Sarah	Bsc. IT (UCU)	3 Years
7	Atuheire Magret	B.THM (NKU), CTTE (KYU)	9 Years
8	Ayebazibwe Esther	B. Mass Com. (UCU)	3 Years
9	Byenkya Nickolas Kisembo	B. Admin S. S (KYU)	7 Years
10	Elisha Rukanga	B. Arts (MUK) Dip Educ (KYU)	32 Years
11	Friday Christopher	B. Env. Sc. (KAB), PG Dip PPM	3 Years
12	Kangume Boaz	B. Computer Science (KYU)	2 Years
13	Mpyangu Godfrey	Dip Lib & Inform Sc (KYU)	5 Years
14	Musingiza Ivan	B. Env. Sc. (KAB)	3 Years
15	Mwesigye Dinato	B.IT (MUK)	1 Year
16	Nampurira Duncan	BLIS (KAB), DLIS (KYU)	10 Years
17	Nyakato Gemma	BBA (KBA), UDSS (MUBS), CCTE (KYU)	20 Years
18	Nyinomugisha Polly	BBA (KAB) UDBS (MUBS)	2 Years
19	Rwahanzira James	DTHM (KIU) Cert. Food Production HTI	13 Years
20	Sibbo Jennifer	B. Mass Com. (UCU), MBA (India)	6 Years
21	Tarakikunzire Medard	Dip. Sec. Cert Sec Studies.	5 years
22	Tugumisirize Julius	B. ICT (MUK)	6 Years
23	Tukamushaba Moreen	B.LIS (KAB)	1 Year
24	Turyagyenda Charles	B. Ed (UCU), Dip. Ed. (ITEK)	23 Years