

Republic of Iraq
Ministry of Higher Education & Scientific Research
Supervision and Scientific Evaluation Directorate
Quality Assurance and Academic Accreditation

Academic Program Specification Form For The Academic

University: Northern Technical University

College : Mosul Technical Institute

Department : Office management techniques

Date Of Form Completion : 8/06/2021

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Dean 's Name

Date : 8 / 6 / 2021

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Date : 8 / 6 / 2021

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Quality Assurance And University Performance Manager

Date : 8 / 06 / 2021

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TEMPLATE FOR PROGRAMME SPECIFICATION

HIGHER EDUCATION PERFORMANCE REVIEW: PROGRAMME REVIEW

PROGRAMME SPECIFICATION

This Programme Specification provides a concise summary of the main features of the programme and the learning outcomes that a typical student might reasonably be expected to achieve and demonstrate if he/she takes full advantage of the learning opportunities that are provided. It is supported by a specification for each course that contributes to the programme.

1. Teaching Institution	Northern Technical University
2. University Department/Centre	Mosul Technical Institute
3. Programme Title	Office Management techniques
4. Title of Final Award	Technical Diploma
5. Modes of Attendance offered	Annual system
6. Accreditation	According to the corresponding departments in the Iraqi technical institutes
7. Other external influences	Labor market requirements, summer training, field visits
8. Date of production/revision of this specification	2021/06/8
9. Aims of the Programme	
1- Qualifying human resources in the field of office management techniques, computer applications and business correspondence	
2- Preparing graduates for the labor market specialized in the field of administration in general and office management in particular.	
3- Providing the labor market with skilled graduates who are able to organize and provide information effectively to senior management	
4- Organizing meetings inside and outside the organization and providing its requirements	
5- Using modern software and automation in administrative and office work	
6- Develop the spirit of initiative, excellence, and career commitment in practicing professional life after graduation	

10. Learning Outcomes, Teaching, Learning and Assessment Methods

A. Knowledge and Understanding

- A1- Understand the concept of management in general and office management in particular
- A2- Understand how to perform administrative work in organizations
- A3- Acquaintance with the curricula and academic vocabulary necessary to acquire the knowledge required in administrative work
- A4- Knowing the method of writing memos, correspondences and reports, and organizing and managing meetings
- A 5- Learn how to deal with customers, time management, correspondence, etiquette and civil service legislation
- A6- Learn about the use of the computer and its software and how to benefit from it in administrative work

B. Subject-specific skills

- B1 - The ability to perform administrative work and office work in organizations
- B 2 - The ability to use an electronic computer and conduct administrative correspondence and the art of communication
- B 3 - The ability to organize office work through electronic means of preservation and archiving of transactions and documents

Teaching and Learning Methods

- Theoretical lectures
- Practical, field and applied practices
- Scientific visits and trips
- Discussions and brainstorming methods in lectures and during training

Assessment methods

- Daily, quarterly and final exams
- Reports and theoretical and practical research
- Practical and field training
- Scientific discussions and dialogues, presenting ideas and questions during lectures

C. Thinking Skills

- C1- Providing students with specialized academic knowledge in the field of office work
- C2- Instilling students' confidence in their ability to perform administrative work to the fullest
- C3- Develop the spirit of self-esteem and the importance of their work and function in the success and development of organizations

Teaching and Learning Methods

- lectures

- Seminars and meetings

Presenting realistic practical cases that reflect the role of the administrative employee in the success and progress of organizations (case study)

Assessment methods

- Written exams
- discussions

Practical practice and summer training

D. General and Transferable Skills (other skills relevant to employability)

D 1- The ability to work within groups and work teams

D 2- The ability to communicate and communicate effectively

D3 - Experience in the practice of administrative work through the middle cadre specialized in office work

Teaching and Learning Methods

- lectures
- Scientific laboratories
- Regular and summer training

Assessment Methods

- Oral and written exams
- quarterly exams
- Graduation research projects

11. Programme Structure				12. Awards and Credits
Level/Year	Course or Module Code	Course or Module Title	Credit rating	
The First		Administration	3	Diploma Degree Requires (x) credits
The First		Archives Management	3	
The First		Public relations	2	
The First		Information Technology	3	
The First		English readings	2	
The First		Computer Applications / 1 /	2	
The First		writing reports	2	
The First		Human rights	-	2
The second		Office organization	3	1
The second		Time management	2	1
The second		Correspondence	3	1
The second		Ceremonies management	2	1
The second		Human Resource Management	2	1
The second		Service Legislation	2	2
The second		Calculator apps/2	2	2
The second		Research project	-	1

13. Personal Development Planning

Providing all state departments (higher education), available in the creation of all knowledge and scientific methods that work on the development, development and development of the field of education and specialization.

14. Admission criteria .

Central admission through the Ministry of Higher Education and Scientific Research by providing the department with the outputs of the Ministry of Education in the scientific, literary and commercial disciplines

15. Key sources of information about the programme

- Curriculum books specified in the field of specialization
- Books and scientific research supporting the vocabulary of the Office Management Department
- Scientific visits and summer training
- Sober scientific information derived from the Internet.

Curriculum Skills Map

please tick in the relevant boxes where individual Programme Learning Outcomes are being assessed

[illegible]

TEMPLATE FOR COURSE SPECIFICATION

HIGHER EDUCATION PERFORMANCE REVIEW: PROGRAMME REVIEW

COURSE SPECIFICATION

This Course Specification provides a concise summary of the main features of the course and the learning outcomes that a typical student might reasonably be expected to achieve and demonstrate if he/she takes full advantage of the learning opportunities that are provided. It should be cross-referenced with the programme specification.

1. Teaching Institution	Northern Technical University
2. University Department/Centre	Mosul Technical Institute
3. Course title/code	Office management technology department
4. Programme(s) to which it contributes	
5. Modes of Attendance offered	
6. Semester/Year	
7. Number of hours tuition (total)	1680 hours of study per year 1950 total academic hours plus summer training hours
8. Date of production/revision of this specification	2021/06/8
9. Aims of the Course	
1- Qualifying human resources in the field of office management techniques, computer applications and business correspondence	
2- Preparing graduates for the labor market specialized in the field of administration in general and office management in particular.	
3- Providing the labor market with skilled graduates who are able to organize and provide information effectively to senior management	
4- Organizing meetings inside and outside the organization and providing its requirements	
5- Using modern software and automation in administrative and office work	
6- Develop the spirit of initiative, excellence, and career commitment in practicing professional life after graduation	
1- Qualifying human resources in the field of office management techniques, computer applications and business correspondence	
2- Preparing graduates for the labor market specialized in the field of administration in general and office management in particular.	

10. Learning Outcomes, Teaching ,Learning and Assessment Methode

A- Knowledge and Understanding A1- Understand the concept of management in general and office management in particular

A2- Understand how to perform administrative work in organizations

A3- Acquaintance with the curricula and academic vocabulary necessary to acquire the knowledge required in administrative work

A4- Knowing the method of writing memos, correspondences and reports, and organizing and managing meetings

A5- Learn how to deal with customers, time management, correspondence, etiquette and service legislation

A6- Learn about the use of the computer and its software and how to benefit from it in administrative work

B. Subject-specific skills

B1 - The ability to perform administrative work and office work in organizations

B 2 - The ability to use an electronic computer and conduct administrative correspondence and the art of communication

B 3 - The ability to organize office work through electronic means of preservation and archiving of transactions and documents

Teaching and Learning Methods

Theoretical lectures

Practical, field and applied practices

Scientific visits and trips

Discussions and brainstorming methods in lectures and during training

Assessment methods

Daily, quarterly and final exams

Reports and theoretical and practical research

Practical and field training

Scientific discussions and dialogues, presenting ideas and questions during lectures

C. Thinking Skills

C1- Providing students with specialized academic knowledge in the field of office work

C2- Instilling students' confidence in their ability to perform administrative work to the fullest

C3- Develop the spirit of self-esteem and the importance of their work and function in the success and development of organizations

Teaching and Learning Methods

- lectures

- Seminars and meetings

Presenting realistic practical cases that reflect the role of the administrative employee in the success and progress of organizations (case study)

Assessment methods

- Written exams

- discussions

Practical practice and summer training

D. General and Transferable Skills (other skills relevant to employability and personal development)
D 1- The ability to work within groups and work teams
D 2- The ability to communicate and communicate effectively
D3 - Experience in the practice of administrative work through the middle cadre specialized in office work

11. Course Structure

Week	Hours	ILOs	Unit/Module or Topic Title	Teaching Method	Assessment Method
The first	3	cognitive outcomes	Management - Evolution and Concepts	lecture	Evaluation method
The second	3	Cognitive outcomes	management jobs	Discussion	questions and answers
The third	3	Cognitive outcomes	Establishment Jobs	lecture	ask questions
The fourth	3	Cognitive and emotional outcomes	Factors influencing management	Dialogue and criticism	listening
Fifth	3	cognitive and skill	Theories of traditional management thought	Debate	ask questions
VI	3	cognitive and skill	Planning function	Discussion and mini lesson	case study
seventh	3	My knowledge, my skills	Decision making and the process of making decisions	role play	case studies
VIII	3	rate	The process of analyzing decision information	Debate	mini lesson
Ninth	3	cognitive	The stages of the decision-making process	Lecture	Debate
The tenth	3	My knowledge and skills	Scientific means of decision making	Debate	case study
Eleventh	3	My knowledge and skills	Organization	besiege and criticize	Listen and ask questions
twelveth	3	My knowledge and skills	The foundations used in dividing the organizational structure, the scope of supervision, and how to calculate the organizational relationships between the superior and subordinate	lecture and criticism	ask questions
Thirteenth	3	emotional	Scope of supervision	discussion and listening	listening
fourteenth	3	My Skills	Calculation of organizational relationships between superior and subordinate	Dialogue and discussion	ask questions
Fifteenth	3	cognitive	routing	Debate	work groups

sixteen	3	cognitive	validity theories نظري	discussion and listening	work groups
seventeenth	3	My knowledge and skills	Power, Responsibility, Relationship Between Them	lecture and criticism	mini lesson
eighteen	3	My knowledge and skills	and communication	discussion and listening	Practical exercise
nineteenth	3	cognitive	centralization and decentralization	Debate	and workgroups
twenty	3	My knowledge and skills	Stimulus	discussion and criticism	ask questions
Twenty one	3	cognitive and emotional	motivation theories	discussion and criticism	ask questions
twenty-second	3	cognitive	Leadership and its theories	Debate	case study
twenty-third	3	cognitive	censorship	Debate	case study
twenty-four	3	cognitive	Control steps	Debate	ask questions
twenty-fifth	3	cognitive	General functions of the facility	discussion and listening	case study
twenty-six	3	cognitive	production management	discussion and listening	ask questions
twenty-seventh	3	cognitive	financial management	discussion and listening	ask questions
twenty-eight	3	My knowledge and skills	purchase management	ask questions	ask questions
twenty-nine	3	My knowledge and skills	Public Relations Department	case study	ask questions
thirty	3	My knowledge and skills	Advertising, publicity, media	Discussion and workgroups	case study
the first	3	emotional	Crisis Management	Brain storming	case study
The second	3	My knowledge and skills	Traditional and non-traditional ways to deal with crises	mini lesson	case study
the third	3	emotional	Electronic management and its application requirements	case study	Brain storming
the fourth	3	Knowledge , emotional and skills	Management - Evolution and Concepts	case study	role play
Fifth	3	cognitive outcomes	management jobs	lecture	Case study discussion groups
VI	3	Cognitive outcomes	Establishment Jobs	Discussion	ask questions
seventh	3	Cognitive outcomes	Factors influencing management	lecture	case study
VIII	3	Cognitive and emotional outcomes	Theories of traditional management thought	Dialogue and criticism	Brain storming

ninth	3	cognitive and skill	Planning function	Debate	ask questions
The tenth	3	cognitive and skill	Decision making and the process of making decisions	Discussion and mini lesson	case study
eleventh	3	My knowledge, my skills	The process of analyzing decision information	role play	Evaluation method

12. Infrastructure	
Required reading: · CORE TEXTS · COURSE MATERIALS · OTHER	- Management ,Daft 2005
Special requirements (include for example workshops, periodicals, IT software, websites)	Management principles, d. Shawqi Nagy, Iyad Mahmoud Al-Rahim, Reda Abdel-Razzaq, 1988
Community-based facilities (include for example, guest Lectures , internship , field studies)	- Principles of Management with a focus on business management, d. Khalil Shammaa, 1990 - Modern Administration, Qassem Al-Qaryouti, 1997 - Administrative Skills, Basem Al-Humairi, 2010 Management in theory and practice, J.A. Cole, translated by Houssam El Din Khaddour, 2014

13. Admissions	
Pre-requisites	
Minimum number of students	50
Maximum number of students	100