CIHAN UNIVERSITY-SULAIMANIYA

Course Outline

2025-2026

MODULE DESCRIPTION FORM

Module Information				
Module Title	**Secretary and office management**			
Module Type	Degree		☐ **Theory** ☐ **Lecture** ☐ **Lab** ☐ **Tutorial** ☐ **Practical** ☐ **Seminar** ☐ **Report** ☐ **Extra activity**	
Module Code				
Language	English			
ECTS Credits	6			
Module Level			**Semester of Delivery**	1st Semester
Administering Department	Business administration	**College**	Business administration	
Lecturer	Basoz Tofiq Ahmed			
Academic Title	Assistant lecture	**Qualification**		Msc.Statistics
Module Tutor	Basoz Tofiq Ahmed	**e-mail**	Basoz.ahmed@sulicihan.edu.krd	
Peer Reviewer Name		**e-mail**		
Scientific Committee Approval Date		**Version Number**		
Cycle of Study	Bachelor	**Form of Education**	Full time	

Relation with other Modules			
Prerequisite module	Man2	**Semester**	
Co-requisites module		**Semester**	

Cihan University Sulaimaniya
College of Business administration

Department: **Accounting**
Discipline: **Quantitative Methods**
Stage:2

Total Contact Hours:	52
Total Self Study Hours:	110
Total No. Hours:	162
ECTS:	6

No. of Weeks	Contact Hours					Self-Study					
	Theoretical	Practical	Lab	Project	Visit	Quiz	Reading	Assignment	Report	Midterm Exam.	Final Exam.
1st Week (Registration)	3	1	-	-	-	-	2	-	-	-	-
2nd Week	3	1					2				
3rd Week	3	1					2	2			
4th Week	3	1				3	2	1			
5th Week	3	1					2				
6th Week	3	1					2	2	4		
7th Week	-	-				3	2				
8th Week	3	1					2			20	30
9th Week	3	1					2	2			
10th Week	3	1				3	2				
11th Week	3	1					2	1	4		
12th Week	3	1					2	2			
13th Week	3	1				3	2				
14th Week	3	1					2				
15th Week	-	-									
16th Week (Final Exam)											
TOTAL	39	13				12	30	10	8	20	30

	Delivery Plan (Weekly Syllabus)
	Material Covered
Week 1	**Lecture 1: Introduction to secretary and office management** • Meaning of office • Importance of office • Purpose of office • Functions of office • Who is Office Manager? • Types of office
Week 2	**Lecture 2: Concepts of office and secretarial management:** • Who is a secretary? • The Difference Between Office Manager & Secretary • Types of Secretaries.
Week 3	• **Lecture 3:** • The importance of secretary • Secretary duties and responsibilities • General Qualification of the Secretaries
Week 4	• **Lecture 4: Office Layout:** • What is an office layout? • Objectives of Office layout • Open plan layout • Cubicle layout: • Closed office layout: • Modular layout:
Week 5	**Lecture 5: Filing and Indexing** **Filing** • Filing Systems -Meaning Objectives and Functions • Essentials of a good filing system • Centralized Vs. Decentralized Filing • Classification and methods of filing • Filing Routine
Week 6	**Lecture 6: Filing and Indexing** **Indexing** • What is an Index? • Meaning and Purpose of indexing • Types of Index • Ordinary Page Index • Vertical Card Index • Visible Card Index • Strip Index • Wheel or Rotary Index
Week 7	**Lecture 7: Secret Cases** • Classification • Secret Section • Register • Despatcher of secret papers • Custodian of secret papers • Recording of secret papers • Electronic Communications

Week 8	**Mid-Term Exam**
Week 9	**Lecture 8: The Business Letters and Other Writing Communication** • Business Letter Definition • Parts of Business Letter • How to Write Business Letter • Beginning the Letter • Composing the Body • Closing the Letter • Finalizing the Letter
Week 10	• **Lecture 9: Office Equipment & Modern Office** • Office Equipment • Importance Of Office Equipment • Types of office equipment • Modern Office Equipment • Office Automation • Office Mechanization • Advantages of Office Mechanization • Disadvantages of Mechanization Office
Week 11	• **Lecture 10: Meetings** • Anatomy of a meeting • Types of corporate of meeting • Scheduling of meetings • Meeting agendas • Meeting minutes • The Secretary's Role at Meetings
Week 12	• **Lecture 11: Business etiquette interpersonal (Soft Skills)** • what is business etiquette? • Introduction to Soft skills • What are Soft Skills? • Importance of soft skills
Week 13	• **Lecture 12: Types of Soft Skills** • Communicative skills. • Thinking skills and Problem-solving skills. • Team workforce • Life-long learning and Information Management • Entrepreneur skill • Ethics, moral and professionalism • Leadership skills
Week 14	• **Lecture 13: Event Management** • Introduction • Objectives • Definition of Events • Classification of Events • Benefits of Events • Event Management Strategy • Functions of Event Management
Week 15	• **Lecture 14: Health and Safety in the Office** • Power Leads and Outlets. • Lifting and Manual Handling. • Fatigue in the Workplace. • Stress Management. • Office Security and Legal Restraints. • Legal Risks

Week 16	Final Exam

	Delivery Plan (Weekly Lab. Syllabus)
	Material Covered
Week 1	**Lecture 1: Introduction to secretary and office management**
Week 2	**Lecture 2: Concepts of office and secretarial management:**
Week 3	**Lecture 3:** The importance of secretary
Week 4	**Lecture 4: Office Layout:**
Week 5	**Lecture 5: Filing and Indexing Filing**
Week 6	**Lecture 6: Filing and Indexing Indexing**
Week 7	**Lecture 7: Secret Cases**
Week8	**Mid-Term Exam**
Week9	**Lecture 8: The Business Letters and Other Writing Communication**
Week 10	**Lecture 9: Office Equipment & Modern Office**
Week 11	**Lecture 10: Meetings**
Week 12	**Lecture 11: Business etiquette interpersonal (Soft Skills)**
Week 13	**Lecture 12: Types of Soft Skills**
Week 14	**Lecture 13: Event Management**
Week 15	**Lecture 14: Health and Safety in the Office**
Week 16	**Final Exam**

Module Aims, Learning Outcomes and Indicative Contents	
Module Objectives	**1-**The aim of a secretary and office management module is to provide individuals with the skills and knowledge necessary to effectively manage administrative tasks and support functions in an office or organization. This module typically covers a wide range of topics, including communication skills, time management, organization, and technology. **2-**Developing communication skills: This module aims to help individuals improve their communication skills, including verbal and written communication, listening, and interpersonal skills. **3-**Enhancing time management skills: Effective time management is critical to success in a secretary and office management role. This module aims to help

individuals develop time management skills and strategies to effectively prioritize tasks and manage their workload.

4-Improving organizational skills: Good organizational skills are essential to office management. This module aims to help individuals develop effective organizational skills, including file management, record-keeping, and task management.

5-Understanding technology: In today's digital age, technology plays an important role in office management. This module aims to provide individuals with an understanding of various technologies used in an office setting, such as email, calendars, and productivity software.

Module Learning Outcomes	At the End of This Course, The Student Will Be Able To: • Understanding the role of the secretary or administrative assistant in an organization, including their responsibilities, duties, and expectations. • Developing skills in managing office communication, including written and verbal communication, telephone etiquette, and email management. • Learning best practices in time management and organization, including scheduling, task prioritization, and handling multiple tasks and projects. • Developing proficiency in office software and technology, including word processing, spreadsheet management, and database management. • Learning strategies for managing records and documentation, including filing systems, record-keeping, and document security. • Developing interpersonal and customer service skills, including conflict resolution, problem-solving, and working effectively with colleagues, clients, and stakeholders. • Understanding the importance of professional conduct, including ethical considerations, confidentiality, and workplace culture. Developing strategies for personal and professional growth, including setting goals, self-assessment, and ongoing learning and development.

Learning and Teaching Strategies

Strategies	The course will be based on the following teaching and learning activities: • Lectures using PowerPoint presentations • Home work • Student Presentations and Reports selected topics • Group work • Class lectures, lecture notes, and quizzes are designed to achieve the course objectives. • Review questions Using the writing in the Board is a primary to explain and analyze some phrases, Lecture notes and syllabus

Module Evaluation

Assessment Types		Time/Number	Weight (Marks)	Week Due	Relevant Learning Outcome
Formative assessment	Quizzes	5/3	12	4,7,10,13	
	Assignments	2/5	10	6,12	
	Projects / Lab.	-	-	-	
	Report		8		
Summative	Midterm Exam	2hr	20	8	

assessment	Final Exam	3hr	50	15	8
Total assessment		100% (100 Marks)			

Learning and Teaching Resources

	Text	Available in the Library?
Required Texts	• Srinivas, V. (2019). The Central Secretariat, Indian Civil Service and the Indian Political Service 1834–1947: Foundation Day Lecture of National Archives of India, Dated: 11 March 2019. *Indian Journal of Public Administration*, *65*(4), 943-950. Ashok Kumar, Nepal. Office management and secretarial practice.	
Recommended Texts	The Office Management Manual: A Guide For Secretaries, Administrative Assistants, And Other Office Professionals (Self-Counsel Business Series).	N0
Websites	• https://alison.com/tag/secretary • https://alison.com/topic/learn/141349/introduction-to-office-procedures https://kenanaonline.com/	

Grading Scheme
مخطط الدرجات

Group	Grade	التقدير	Marks %	Definition
Success Group (50 - 100)	**A - Excellent**	امتياز	90 - 100	Outstanding Performance
	B - Very Good	جيد جدا	80 - 89	Above average with some errors
	C - Good	جيد	70 - 79	Sound work with notable errors
	D - Satisfactory	متوسط	60 - 69	Fair but with major shortcomings
	E - Sufficient	مقبول	50 - 59	Work meets minimum criteria
Fail Group (0 – 49)	**FX – Fail**	راسب (قيد المعالجة)	(45-49)	More work required but credit awarded
	F – Fail	راسب	(0-44)	Considerable amount of work required

Note: Marks Decimal places above or below 0.5 will be rounded to the higher or lower full mark (for example a mark of 54.5 will be rounded to 55, whereas a mark of 54.4 will be rounded to 54. The University has a policy NOT to condone "near pass fails" so the only adjustment to marks awarded by the original marker(s) will be the automatic rounding outlined above.

Approved by Head of the Branch / Department	
Signature	
Date	*7/9/2025*

Name	***LECTUER/SAYA JAMAL***

Approved by Curriculum Development Committee and Bologna Process Committee	
Signature	
Date	
Name	