

Diploma in Office Management (AO101)

Academic Session November **Volume 1 (Issue 2)**



CERTIFIED TO ISO 9001 : 2015
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www.kptm.edu.my

ABOUT KPTM

Kolej Poly-Tech MARA (KPTM) is a private higher educational institution wholly owned by Majlis Amanah Rakyat (MARA). KPTM offers a wide range of educational Opportunities in the field of information technology, computer Sciences, accounting, business management, engineering and health sciences.

VISION

To be a Tertiary Education Institution with Excellent Reputation

MISSION

To cultivate academic and entrepreneurial excellence to achieve an optimal individual potential
To lead a holistic education through global acknowledgement and acceptance

SHARED VALUE

Trustworthy, Resilient, Blessed

MOTTO

A Centre of Learning, Centred on You

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MESSAGE FROM CHIEF EXECUTIVE OFFICER

Welcome to KPTM. I believe a college is a place for you to gain knowledge and skills that you will use for the rest of your life. Here at KPTM, we are committed in creating the right environment and culture for learning.

Developing the right culture is essential to create an environment that is conducive for learning. Faculty members and students as well as the college staff work together to build such environment. We provide learning opportunities through problem-based learning (PBL) that requires students to search for solutions and answers through discussions with the lecturers. This is unlike the conventional teaching where lecturers supply all inputs to the students.

KPTM is proud of its long years of academic pursuit. During these years we have engaged ourselves with students from all walks of lives, turning them from immature youngsters to well-rounded individuals ready to take on the world. We will do our best to develop and mould you towards having towering personalities.

As an educator, my professional roadmap has always directed me to work from a place of high standards, high expectations, and excellence. The KPTM team is dedicated to the same standards for our students. We strive to always motivate our students to achieve high academic achievement by providing outreach, academic support, and a climate that encourages self-empowerment. As a result, we reinforce successful enrolment, retention, academic success, and graduation of students from diverse backgrounds.

I graciously welcome you as higher education aspirants and look forward to the creation of new ventures and exemplary works from all of you.

Wishing you all the best!

Sincerely,

CHIEF EXECUTIVE OFFICER
Kolej Poly-Tech MARA

MESSAGE FROM DEAN, FACULTY OF BUSINESS MANAGEMENT

Dear Students,

This program handbook has been prepared for your general information and guidance as students of Diploma in Office Management, to familiarize you with the program structure and information related to the program throughout your 2 years 4 month study at the college. It is important that you read through and understand the contents of this handbook as a source of reference.

Hopefully this program handbook will enable you to understand and adapt yourself academically and socially as a college student. We are confident that you will be duly rewarded with a brighter future when you register with us provided that you have the right attitude and commitment towards your studies.

Make full use your time here, not only to find your passion and achieve your potentials, but also to develop skills that will see you through beyond college life.

I hope you will enjoy the course and experience a productive relationship with your lecturers as well as the support staff at KPTM.

**DEAN
Faculty of Business Management
Kolej Poly-Tech MARA**

PROGRAMME BRIEF

Diploma in Office Management is a homegrown program specifically designed to deliver a suitable level of theoretical and practical understanding in office management and possess graduate with administrative knowledge that is useful in the workplace.

Despite the Program Core, this program consists of various structures and covers different aspects such as Third Language, Information Technology, Accounting and also Entrepreneurship which specifically focus on online business. This is aligned with KPTM mission which expect our graduates to excel in entrepreneurship.

At the end of the program graduates should be able to demonstrate specific skills in the areas of office administration and managing office work as well as apply their knowledge and skills to solve problems and make decisions in different areas of administration.

This program is suitable for those office administrative assistant, personal assistant, secretary, entrepreneur and others.

Graduates can also further their study at degree level in local higher institutions in specific field such as marketing, finance, administration, management or other professional qualifications.

PROGRAM INFORMATION

1. Program Name : **Diploma in Office Management**

2. Program Code : **AO101**

3. Duration : **2 Years 4 Month**

4. Credit Hours : **93 Credit**

5. Medium Instruction : **English**

6. Entry Requirement :

- i. A pass in SPM with at least Credit in any 3 subjects and PASS English subject or any equivalent qualification;

OR

- ii. A pass in Sijil Tinggi Persekolahan Malaysia (STPM), with a minimum of Grade C (GP 2.0) in any subject or any equivalent qualification;

OR

- iii. A pass in Sijil Tinggi Agama Malaysia (STAM) with a minimum grade of Maqbul;

OR

- iv. A pass in SKM Level 3 in a related field, and a pass in SPM with a minimum of 1 Credit in any subject;

OR

- v. Any qualifications equivalent to Certificate (Level 3, MQF).

Program Objectives :

To train and prepare Office Executives who are:

PROGRAM OBJECTIVES	
<i>PO 1</i>	Knowledgeable and technically competent in the field of Office Management in line with industry requirements.
<i>PO 2</i>	Effective team members with appropriate values and attitudes in their profession and society.
<i>PO 3</i>	Effective in communicating and managing information using ICT in solving problems and provide administrative support to the organization.
<i>PO 4</i>	Able to demonstrate entrepreneurial skills and recognize the need of life-long learning for career advancement.

Program Learning Outcome :

Upon the completion of the programme, graduates will be able to:

PROGRAM LEARNING OUTCOME	
<i>PLO1</i>	Demonstrate the required knowledge of Office Management and related disciplines to support demand in the work place for office professionals.
<i>PLO2</i>	Apply technical skills by using office software applications and keyboarding skills to accomplish office tasks.
<i>PLO3</i>	Employ social skills and demonstrate responsibilities towards the community.
<i>PLO4</i>	Demonstrate professional ethics, holistic values and humanities.
<i>PLO5</i>	Communicate and work effectively as a team and/or as a team leader.
<i>PLO6</i>	Solve problems using appropriate tools, techniques and technologies.
<i>PLO7</i>	Engage in life-long learning and information management using technologies and skills effectively.
<i>PLO8</i>	Employ managerial and entrepreneurial skills.

Career Opportunities :

Covering the office management field in both public and private sector. The type of position such as Office Executive, Office Administrative, Personal Assistant, Office Secretary, Executive Secretary and other managerial and administrative position.

Awarding Body :

Kolej Poly-Tech MARA

ACADEMIC PLANNER

ACTIVITY	DAY / WEEK
Registration (New Students)	Day 1
Induction	Day 2 - 4
Registration (Returning Students)	Day 3
Lectures and Add/Drop Sessions	Week 1
Lectures	Week 2 - 7
Mid-Term Test	1 Week
Mid Semester Break	1 Week
Lectures	Week 8 – 14
Revision Week	1 Week
Final Examination	2 - 3 Weeks
Semester Break	3 - 5 Weeks

Note: Actual calendar will be distributed during registration.

The Academic Calendar for KPTM has the following features:

- A 7 -1 - 7 split of instruction weeks and semester break for both academic sessions in the academic year.
- The first semester of the academic year normally begins in June/July, while the second semester normally begins in December /January.
- Allocation of one week for exam preparation (revision week) between the end of instruction and the beginning of final examination
- The semester break may be adjusted whenever possible to coincide with major long public holidays (such as Hari Raya and Chinese New Year Celebrations) to minimize class replacement.
- The College reserves the right to make any changes to the academic calendar whenever necessary. You are advised to read notices at all times.

ACADEMIC REGULATIONS

All KPTM students are subjected to the Academic Rules and Regulations as outlined in the **Buku Peraturan Akademik Kolej Poly-Tech MARA (Pindaan 2015)**. A copy of this booklet will be given to every student upon registration.

PROGRAM STRUCTURE

Programme Structure – DIPLOMA IN OFFICE MANAGEMENT (AO101)									
NO	COURSE CODE	COURSE NAME	STATUS	CREDIT	SLT		PRE-REQ	ASSESSMENT	
					FACE TO FACE	TOTAL SLT		Course Work %	Final Examination %
SEMESTER 1(YEAR 1)									
1	POM1013	Personality Development	Core	3	42	125	NONE	100	0
2	POM1023	Typing Skills 1	Core	3	56	120	NONE	100	0
3	HES1013	English Skills 1	Common Core	3	56	120	NONE	100	0
4	POM1033	Office Administrative 1	Core	3	42	123	NONE	70	30
5	POM2123	Introduction to Information Skills	Core	3	42	120	NONE	100	0
6	MPU2313	Pengajian Islam	Compulsory (Choose any one)	3	42	120	NONE	60	40
	MPU2343	Pembangunan Pemuda			42	120	NONE	100	0
TOTAL				18					

Programme Structure – DIPLOMA IN OFFICE MANAGEMENT (AO101)									
NO	COURSE CODE	COURSE NAME	STATUS	CREDIT	SLT		PRE-REQ	ASSESSMENT	
					FACE TO FACE	TOTAL SLT		Course Work %	Final Examination %
SEMESTER 2 (YEAR 1)									
1	POM2043	Typing Skills 2	Core	3	42	122	POM1023	100	0
2	HES1023	English Skills 2	Common Core	3	56	120	HES1013	100	0
3	MPU2223	Study Skills	Compulsory (Choose any one)	3	42	120	NONE	70	30
	MPU2233	Pengucapan Awam			42	120	NONE	60	40
	MPU2243	Human Communication			42	120	NONE	60	40
	MPU2253	Kemahiran Menulis			42	126	NONE	60	40
	MPU2213	Bahasa Kebangsaan A			42	127	NONE	70	30
TOTAL				9					

*MPU2213 is COMPULSORY to students who did not obtain a credit in Bahasa Melayu at SPM level. Students who obtained a credit in Bahasa Melayu (SPM) are exempted from this course.

Programme Structure – DIPLOMA IN OFFICE MANAGEMENT (AO101)									
NO	COURSE CODE	COURSE NAME	STATUS	CREDIT	SLT		PRE-REQ	ASSESSMENT	
					FACE TO FACE	TOTAL SLT		Course Work %	Final Examination %
SEMESTER 3 (YEAR 1)									
1	MPU2163	Pengajian Malaysia 2	Compulsory (Choose any one)	3	42	120	NONE	70	30
	MPU2133	Bahasa Melayu Komunikasi 1 (Pelajar Luar Negara Sahaja)			42	120		70	30
2	POM2053	Office Administrative 2	Core	3	42	120	POM1033	100	0
3	POM2063	Records Management for Office Professionals	Core	3	42	120	NONE	100	0
4	TTS2313	Office Application for Workplace	Core	3	42	120	NONE	100	0
5	HFA1033	Bahasa Arab Asas	**Elective	3	42	120	NONE	100	0
	HFM 1023	Introduction to Mandarin			42	120		100	0
TOTAL				15					

**Subject to college decision, refer to *Buku Peraturan Akademik*, pg 15, 3.3.5

Programme Structure – DIPLOMA IN OFFICE MANAGEMENT (AO101)									
NO	COURSE CODE	COURSE NAME	STATUS	CREDIT	SLT		PRE-REQ	ASSESSMENT	
					FACE TO FACE	TOTAL SLT		Course Work %	Final Examination %
SEMESTER (YEAR 2)									
1	MPU2412	Khidmat Masyarakat 1	Compulsory (Choose any one)	2	28	80	MPU22XX	100	0
	MPU2422	Pengurusan Masjid			28	80		100	0
2	POM2073	Office Environment & Security	Core	3	42	124	NONE	100	0
3	POM2083	Note Taking for Office Professionals	Core	3	56	133	POM2043	100	0
4	POM2093	Office Supervision	Core	3	42	120	NONE	60	40
5	PMG3144	Event Management	Core	4	56	160	NONE	100	0
6	POM2103	Company Secretary's Duties for Meeting	Core	3	42	125	NONE	100	0
TOTAL				18					

Programme Structure – DIPLOMA IN OFFICE MANAGEMENT (AO101)									
NO	COURSE CODE	COURSE NAME	STATUS	CREDIT	SLT		PRE-REQ	ASSESSMENT	
					FACE TO FACE	TOTAL SLT		Course Work %	Final Examination %
SEMESTER 2 (YEAR 2)									
1	HOC2013	Organizational Communication	Core	3	42	120	NONE	100	0
2	POM2133	Office Practice & Procedures	Core	3	42	120	NONE	100	0
3	PAC1143	Foundation in Financial Accounting	Core	3	50	132	NONE	70	30
TOTAL				9					

Programme Structure – DIPLOMA IN OFFICE MANAGEMENT (AO101)									
NO	COURSE CODE	COURSE NAME	STATUS	CREDIT	SLT		PRE-REQ	ASSESSMENT	
					FACE TO FACE	TOTAL SLT		Course Work %	Final Examination %
SEMESTER 3 (YEAR 2)									
1	PEN2303	Digital Entrepreneurship	Core	3	42	120	NONE	100	0
2	POM2113	Document Control	Core	3	42	120	NONE	100	0
3	POM3154	Office Simulation	Core	4	56	160	POM2083	100	0
4	POM3163	Administrative Office Management	Core	3	42	120	POM2053	60	40
5	POM3173	Customer Service for Office Professionals	Core	3	42	120	NONE	100	0
TOTAL				16					

Programme Structure – DIPLOMA IN OFFICE MANAGEMENT (AO101)									
NO	COURSE CODE	COURSE NAME	STATUS	CREDIT	SLT		PRE-REQ	ASSESSMENT	
					FACE TO FACE	TOTAL SLT		Course Work %	Final Examination %
SEMESTER 1 (YEAR 3)									
1	POM3188	Industrial Training	Industrial Training	8	3	320	Have taken and passed all courses in the previous semester as stated in the program structure	100	
TOTAL				8		320			
GRAND TOTAL				93					

COURSES INFORMATION

YEAR 1 (SEMESTER 1)

POM1013 PERSONALITY DEVELOPMENT

Pre-requisite: None

This course is designed to train the students to project a professional image, developing self confidence and also positive attitude. It also covers developing pleasant appearance and maintaining acceptable behavior that consistent with the values of the Malaysian culture.

POM1023 TYPING SKILL 1

Pre-requisite: None

This course is designed to develop and enhance student's typing skills. Students will be taught to use all fingers in order to type using keyboard and mastered all keyboard keys.

HES1013 ENGLISH SKILLS 1

Pre-requisite: None

This course is designed to develop students' basic English vocabulary and a communicative ability which is also to prepare their readiness in future English courses.

POM1033 OFFICE ADMINISTRATIVE 1

Pre-requisite: None

Office Administration 1 is an introductory course to provide the students with the basic principles of knowledge, skills and procedures for success in the workplace in order to perform such office executive functions within the office. It will give an overview of concepts (macro-level) consists of the office scenario. Major components of this course are the nature of the office, time management, workplace communication, managing office correspondence and office presentation

POM2123 INTRODUCTION TO INFORMATION SKILLS

Pre-requisite: None

This course is designed to train student to be information literate. Student will be taught to use library material using OPAC, search printed and non-printed information effectively, use reference sources available and cite references according to APA style

MPU2313 PENGAJIAN ISLAM

Pre-requisite: None

Kursus ini diperkenalkan untuk mendedahkan kepada para pelajar mengenai kedudukan Islam sebagai suatu cara hidup yang unggul. Kebanyakan masyarakat Islam hanya mengetahui Islam dalam pengertian yang sempit (sebagai satu sistem ritual) yang bertentangan dengan prinsip-prinsip Islam. Pendedahan kepada Islam yang bersifat syumul diharapkan dapat melahirkan insan yang menghayati Islam secara lebih positif kepada usaha untuk memajukan agama, bangsa dan negara.

MPU 2343 PEMBANGUNAN PEMUDA

Pre-requisite: None

Kursus ini bertujuan melahirkan insan berakhlak mulia, menghayati nilai-nilai murni secara bersepadu dalam kehidupan, ciri-ciri belia negara dan aspek menyatupadukan masyarakat pelbagai kaum berdasarkan kepada nilai-nilai moral sejagat.

Terbahagi kepada 5 bahagian:

1. Konsep Pembangunan Belia
2. Asas Etika dan Nilai serta Kepentingan
3. Asas Etika dan Nilai Menurut Perspektif Pelbagai Agama
4. Ciri-ciri Belia Negara
5. Cabaran dan Masalah semasa Pembangunan Negara

Usaha ini selaras dengan falsafah Pendidikan Negara yang berhasrat melahirkan insan berilmu pengetahuan, berakhlak mulia, bertanggungjawab, membina jati diri belia berasaskan nilai-nilai murni dan berkeupayaan mencapai kebahagiaan diri serta memberi sumbangan berkesan kepada kesejahteraan masyarakat dan Negara.

YEAR 1 (SEMESTER 2)

POM 2043 TYPING SKILL 2

Pre-requisite: POM 1023

This course is designed to develop keyboarding skills in English and Bahasa Malaysia. It is also to produce business documents by using the word processing software and make a good work habits for the students.

HES1023 ENGLISH SKILLS 2

Pre-requisite: None

The course provides students with general capacity to a level that enables them to use English in their social and professionals environment. Students are also expected to focus on understanding any kind of reading materials through the listening activities conducted. This course is also to develop students' general capacity to a level that enables them to use English in social and professional situations.

MPU2223 STUDY SKILLS**PREREQUISITE : NONE**

Study skills is designed to help students improve their study skills and develop their ability to use it. This subject is also geared to provide the students with the awareness on the knowledge and tools that the students need in order to build the skills for lifelong learning. In addition, it will guide the students in understanding what they can do to be a more efficient and effective learner. The learning strategies taught in this course are meant to be used for learning tasks in class, work and in their personal lives.

MPU2233 PENGUCAPAN AWAM**PREREQUISITE : NONE**

Mata pelajaran ini berkisar tentang aspek pengucapan awam yang merangkumi kemahiran, penyampaian, bahasa, penampilan diri, halangan dalam pengucapan awam dan etika berucap.

MPU2243 HUMAN COMMUNICATION**PREREQUISITE : NONE**

This course is offered to gain students understanding with the types of human communication, how it occurs, the skills in interpersonal communication, in a small group as well as in the organization. students also will learn basic on how to manage conflicts in the organization and group

MPU2253 KEMAHIRAN MENULIS**PREREQUISITE : NONEK**

Kursus ini ditawarkan kepada pelajar sebagai subjek elektif. kursus ini merangkumi pengenalan kepada penulisan, proses asas penulisan, jenis-jenis penulisan dan penulisan dalam laman blog.

MPU2213 BAHASA KEBANGSAAN A**Pre-requisite: None**

Kursus ini ditawarkan kepada pelajar yang tidak mendapat kepujian dalam mata pelajaran Bahasa Melayu pada peringkat Sijil Pelajaran Malaysia (SPM). Kepentingan kursus ini untuk mempertingkatkan kecekapan berbahasa dan kemahiran komunikasi sesuai dengan intelek pelajar.

YEAR 1 (SEMESTER 3)

MPU2163 PENGAJIAN MALAYSIA 2

Pre-requisite: None

Kursus ini menghuraikan tentang warganegara Malaysia yang berwawasan dan mampu menghadapi cabaran ke arah mencapai kesejahteraan hidup serta dapat menghayati peranan Malaysia di peringkat antarabangsa. Kursus ini memberi penghayatan tentang sejarah dan politik, perlembagaan Malaysia, kemasyarakatan dan perpaduan, pembangunan negara dan isu-isu keprihatinan negara juga mendedahkan tentang kepentingan organisasi MARA dalam pembangunan negara.

MPU 2133 BAHASA MELAYU KOMUNIKASI 1

Pre-requisite: None

Kursus ini melatih pelajar antarabangsa untuk berkomunikasi dalam Bahasa melayu asas yang meliputi situasi kehidupan harian. Pelajar akan diperkenalkan dengan peraturan dan penulisan Bahasa melayu mudah. Pengajaran dan pembelajaran akan dilaksanakan dalam bentuk kuliah, tutorial, tugas dan pengalaman pembelajaran pelajar di dalam dan di luar kelas. Pada akhir kursus ini, pelajar diharap dapat berkomunikasi dan menulis karangan dengan menggunakan ayat mudah dengan berkesan.

POM 2053 OFFICE ADMINISTRATIVE 2

Pre-requisite: POM 1033

Office Administration 2 which is the continuation of Office Administration I, covers more advanced aspects of administration and office practices, it is designed to provide students with the knowledge and skills to assist the executive in managing the office effectively.

POM2063 RECORDS MANAGEMENT FOR OFFICE PROFESSIONALS

Pre-requisite: None

This course explains the principles and procedures of records management at the administrative level. The contents include the concept of records management; the selection of filing systems; equipment and supplies; procedures for storage; retrieval; transfer; retention and disposal of records; evaluation of filing efficiency and the application of rules for alphabetic, geographic, Color coding, numeric and subject filing.

TTS 2313 OFFICE APPLICATION FOR WORKPLACE**Pre-requisite: None**

This subject covers the use of personal computers in terms of their software in theory and its usage through hands on. The student will be exposed to the system and application software such as windows operating system, word processor, spreadsheet, presentation software and database software.

HFA1033 BAHASA ARAB ASAS

Pre-requisite: None Pelajar akan diberi pendedahan mengenai Bahasa Arab, kemahiran komunikasi dan budaya masyarakat Arab sebagai satu kelebihan dalam pasaran kerja.

HFM1023 INTRODUCTION TO MANDARIN**Pre-requisite: None**

This subject introduce students to basic conversations in Mandarin so that students are equipped with language and communication skills accompanied by cultural knowledge and a range of transferable skills valued by employer.

YEAR 2 (SEMESTER 1)**MPU2412 KHIDMAT MASYARAKAT 1****Pre-requisite: MPUXX**

Modul ini bertujuan memberi kesedaran tentang kepentingan hubungan komuniti dan perkhidmatan sosial perlu diterapkan kepada bakal-bakal graduan supaya mereka berupaya bekerjasama dan bertanggungjawab dalam melaksanakan sesuatu tugas secara bersama.

MPU2422 PENGURUSAN MASJID**Pre-requisite: MPUXX**

Modul ini bertujuan memberi pendedahan tentang kepentingan dan peranan pengurusan institusi masjid kepada pelajar secara menyeluruh supaya mereka dapat memberi nilai tambah kepada masyarakat dengan lebih berkesan agar keunggulan institusi masjid lebih dihormati dan disanjung tinggi.

POM 2073 OFFICE ENVIRONMENT AND SECURITY**Pre-requisite:None**

This course provides learners with basic knowledge of office environment and security that includes ergonomic, safe and healthy environment.

POM2083 NOTE TAKING FOR OFFICE PROFESSIONALS**Pre-requisite: POM 2043**

Executive Note Taking is an integration of office skills needed of information processing personnel. These skills include proficiency in English and Bahasa Melayu, speed writing in both languages and word processing. Emphasis is on developing the ability to take office style dictation at a speed of 30-40 wpm, transcription accuracy, production of office correspondence; business letter, report, and memorandum. Transcription rate of 15 wpm will be done on the computer session.

POM2093 OFFICE SUPERVISION**Pre-requisite: None**

This course is designed to develop students' ability to supervise office workers and control over situations that occurs in the office environment. Students are exposed with supervisory knowledge on how to influence and motivate team members. This course is also aimed to create awareness about the workplace emotions, values and ethics, power and influence in the workplace and how to face organizational changes.

PMG3144 EVENT MANAGEMENT**Pre-requisite: None**

This course introduces student to event management and focuses on the details required when planning a specific events, beginning with research into selecting the right event themes, site selection, task and responsibility checklist, organizational committee structures, budgeting, advertising and promotion, and event administration.

POM2103 COMPANY SECRETARY'S DUTIES FOR MEETING**Pre-requisite: None**

This course is designed to introduce students to three parts. The first part is the types of general and company meetings. Second is the functions, management and conduct of company meetings. The last part focuses on the practical work of a company secretary before, during and after a meeting.

YEAR 2 (SEMESTER 2)

HOC2013 ORGANIZATIONAL COMMUNICATION

Pre-requisite: None

This course introduces students to a variety of techniques of business writing theories and oral practices. They are designed to be applicable to the production of work-related communication in the real world. The learning of organizational communication subject involve the fundamentals of good business writing such as protocols for business letters, memoranda, emails, good and bad messages, formal reports and proposals.

POM2133 OFFICE PRACTICE & PROCEDURES

Pre-requisite: None

This course is designed to train student to demonstrate the knowledge in office practice and procedures. It will expose student on Standard Operating Procedures (SOP) that available in every office. Students will be taught about the general procedures available in the office such as telephone procedures, banking and payroll procedures, and business travelling procedures.

PAC1143 FOUNDATION IN FINANCIAL ACCOUNTING

Pre-requisite: None

This course introduces students to the basic knowledge of accounting in recording and completing accounting cycle and preparing financial statements manually and also by using accounting software; and the concepts use in appraising a company's financial performance.

YEAR 2 (SEMESTER 3)

PEN2303 DIGITAL ENTREPRENEURSHIP

Pre-requisite: None

This course examines the theory and practice of promoting online technologies in start-ups and existing firms. It explores successful frameworks, strategies, funding techniques, business models, risks, and barriers for introducing break-through products and services. Students will develop business folio for articulating, evaluating, refining, and pitching a new product or service offering, either as a start-up business plan or a new initiative at an existing firm.

POM2113 DOCUMENT CONTROL

Pre-requisite: None

This course is designed to cater the knowledge needed for a document controller who works in oil & gas or construction field. Students are exposed to the requirement needed to be a document controller and they will be doing a simulation packet according to work task of a document controller.

POM3154 OFFICE SIMULATION

Pre-requisite: POM2083 – TYPING SKILLS 2

This course is in-class work experience program under simulated office conditions. This course also provide student with experience in completing activities performed by administrative services

POM3163 ADMINISTRATIVE OFFICE MANAGEMENT

Pre-requisite: POM2053 - OFFICE ADMINISTRATIVE 2

This course is designed to provide students with a broad understanding and appreciation of fundamentals of effective management needed to administer the office functions. The course also help students to understand the interaction of main elements in the process of administrative office management

POM3173 CUSTOMER SERVICE FOR OFFICE PROFESSIONAL

Pre-requisite: None

This course explains the meaning of customer service, identify the problem solving techniques, describe the challenges in customer service management, identify the right way of communicating with customers, identify the means to cope with challenging customers and clarifying how to keep customers in the customer retention program and measuring customer satisfaction.

YEAR 3 (SEMESTER 1)

POM3188

INDUSTRIAL TRAINING

Pre-requisite: Have taken and passed all courses in the previous semester as stated in the program structure

This course provides opportunities for students to experience the real working environment.

STUDY PATH

Graduates are expected to possess the skills necessary to undertake a variety of management and administration occupations in the private sector, public sector, government, and non-profit organizations. Graduates also will have the opportunity to further their studies in Degree in Business Management, Degree in Office Management.

