



# Tokat Gaziosmanpaşa University

Tokat Vocational School  
Office Management and Manager Assistant

D0000103		GERMAN I				
Semester	Course Unit Code	Course Unit Title	L+P	Credit	Number of ECTS Credits	
1	D0000103	GERMAN I	3	3	3	

**Mode of Delivery:**

Face to Face

**Language of Instruction:**

Turkish

**Level of Course Unit:**

Associate

**Work Placement(s):**

No

**Department / Program:**

Office Management and Manager Assistant

**Type of Course Unit:**

Elective

**Objectives of the Course:****Teaching Methods and Techniques:****Prerequisites and co-requisites:****Course Coordinator:****Name of Lecturers:****Assistants:****Recommended or Required Reading****Resources****Course Category**

<b>Mathematics and Basic Sciences</b> :	<b>Education</b> :
<b>Engineering</b> :	<b>Science</b> :
<b>Engineering Design</b> :	<b>Health</b> :
<b>Social Sciences</b> :	<b>Field</b> :

**Program Learning Outcomes**

No	Learning Outcome
P09	Using technologic machines in office, using computer and communication devices, using technologic services
P02	Analyzing basic principles of Office management, organizing the office effectively, preparing business plan, managing crisis and stress, analyzing basic secretary notions, examining features of secretarial profession
P01	To help communication with all customers, personal contact, organizational contact, analyse and evaluate personnel and organizational behaviour. To be able to shape the secretarial profession with
P20	Helping office and manager assistant duties in business life-II: Obeying ethic rules, helping secretarial and manager assistant duties, using technological devices, using computer office programmes, helping
P19	Helping office and manager assistant duties in business life-I: helping communications with customers, doing public relation activities, executing protocol and social rules, following rights with laws, etc.
P17	Executing quality systems, developing quality substructure and executing quality standards.
P13	Learning general information about accounting, accounts and processes of accounting system, transacting in assets and resource accounts, supporting front desk accounting operations, representing
P12	The concept of Economy, analyze opportunity costs and economic activities, Economic target, demand, supply and watch market equilibrium, National Income, Money, Analysis of Employment and Unemployment
P11	Being able to recognise main bodies stated in the Constitution of Turkish Republic and analyse their relations; being able to recognise and analyse the relations of State Economic Enterprises, central banks
P08	Observing laws basic concepts, systems and notion of right and right types, learning personnel, family, product and obligation laws, processes, trials and contracts, learning employee and employer
P07	Developing image and strategy in public relations and keeping personnel image positive and constant, observing ethic and conduct notions and conforming ethic principles, executing protocol rules, etc.
P05	Doing basic things on computer, working on keyboard, speed writing by F keyboard, writing in different languages, writing by different computer programmes, writing speedy formal texts, etc., effective
P04	Managing knowledge, working about written or online literature, informing about corporation, analyzing area and having information about changes.
P03	Setting meeting agenda, preparing for agenda and joining meeting, writing meeting minutes, preparing meetings between departments
P16	Developing business ideas, leading opening procedures, starting meeting business, operating management, human resource, producing and marketing obligations, knowing customer and developing customer
P15	Using foreign language in , Telephone calls, writing and reading, business texting and face to face communication .
P14	Solving the rate and ratio calculations, percentage, cost, sales price , profit and loss problems, diversity and interest and discount problems .
P10	Preparing text files by computer, preparing presentation, preparing files and tables by mathematical and logical operations, developing database and executing web operations
P06	Following document circulation, classifying and succeeding files, executing standart file plan , tracking file exchange processes, archiving and succeeding archive
P18	To have Consciousness and Knowledge on Atatürk's Principles and History of Revolution. Having a Good Turkish and Intermediate Level of English.

Assessment Methods and Criteria		
In-Term Studies	Quantity	Percentage
Mid-terms	0	%0
Quizzes	0	%0
Assignment	0	%0
Attendance	0	%0
Practice	0	%0
Project	0	%0
Final examination	0	%0
<b>Total</b>		<b>%0</b>

ECTS Allocated Based on Student Workload			
Activities	Quantity	Duration	Total Work Load
Course Duration	0	0	0
Hours for off-the-c.r.stud	0	0	0
Assignments	0	0	0
Presentation	0	0	0
Mid-terms	0	0	0
Practice	0	0	0
Laboratory	0	0	0
Project	0	0	0
Final examination	0	0	0
<b>Total Work Load</b>			<b>0</b>
<b>ECTS Credit of the Course</b>			<b>0</b>

Contribution of Learning Outcomes to Programme Outcomes
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# Tokat Gaziosmanpaşa University

Tokat Vocational School  
Office Management and Manager Assistant

D0000106 Atatürk's Principles and History of Turkish Revolution I					
Semester	Course Unit Code	Course Unit Title	L+P	Credit	Number of ECTS Credits
1	D0000106	Ataturk's Principles and History of Turkish Revolution I	2	2	2

**Mode of Delivery:**

Face to Face

**Language of Instruction:**

Turkish

**Level of Course Unit:**

Associate

**Work Placement(s):**

No

**Department / Program:**

Office Management and Manager Assistant

**Type of Course Unit:**

Required

**Objectives of the Course:**

In order to understand conditions and features of the establishment of Republic of Turkey: To understand the reasons that forced Turkish nation to have Independence War, in which condition and within which terms Turkish War of Independence took place, upon which basis the state was established, and finally to educate next generations who know establishment philosophy of the state and who are respectful to Turkish state and nation.

**Teaching Methods and Techniques:**

Aim of the course, its scope, and basic concepts. Final period of Ottoman Empire, its problems, modernization efforts and collapse. Turkish War of Independence

**Prerequisites and co-requisites:****Course Coordinator:**

Associate Prof.Dr. Yunus Emre TEKİNSOY

**Name of Lecturers:**

Instructor Dr. Ayşe ERYAMAN

**Assistants:****Recommended or Required Reading****Resources**

- Kemal Atatürk, Nutuk I-III, İstanbul 1993. 2- YÖK-Komisyon, Atatürk İlkeleri ve İnkılap Tarihi, Ankara 1989. 3- A. Afetinan, M. Kemal Atatürk'ten Yazı Instructor; Sabri ZENGİN; Atatürk İlkeleri ve İnkılap Tarihi, Taşhan Kitap, Tokat 2016.

**Course Category**

<b>Mathematics and Basic Sciences</b> :	<b>Education</b> :	100
<b>Engineering</b> :	<b>Science</b> :	
<b>Engineering Design</b> :	<b>Health</b> :	
<b>Social Sciences</b> :	<b>Field</b> :	

**Weekly Detailed Course Contents**

Week	Topics	Study Materials	Materials
1	The aim of the course and resources		
2	Basic concepts related to the course Revolution, reform, upheaval, rebellion, blow. The principle of Atatürk's Revolution. Cf		
3	Internal reasons for the decline of the Ottoman Empire The problems that occurred in public administration, education, etc		
4	External reasons for the decline of the Ottoman Empire Colonialism, industrial revolution, imperialism. The Eastern Questio		
5	The basic concepts of the contemporary world Enlightenment, democracy, secularism, liberalism, socialism, nationalism		
6	Reform movements of the Ottoman Empire Lale devri (Tulip period). Selim III and Mahmut II reforms		
7	Reform movements of the Ottoman Empire Tanzimat and Islahat in the reform era. New Ottomans. Constitutional monarch		
8	Mid Term Exam		
9	Intellectual movements in the late Ottoman period Westernism, Ottomanism, Islamism, Turkism		
10	The fall of the Ottoman Empire Trablusgarb War. Balkan War. World War I. Armenian question		
11	The fall of the Ottoman Empire The end of World War I: The Armistice of Mondros. Invasions after the Armistice. Separatis		
12	Of national struggle Salvation suggestions: Protection mandate and supporters. Suggestions on regional liberation. Full ind		
13	Of national struggle Atatürk's arrival to Anatolia. Conventions as mergers of the national struggle.		
14	Of national struggle The concept of the National Pact. Anatolia, pass control. The opening of Parliament. Features of the P		
15	Of national struggle Anatolia, pass control. The opening of Parliament. Features of the Parliament		

**Course Learning Outcomes**

No	Learning Outcomes
C01	Models of change in the world to compare with the characteristics of Ottoman modernization and change is, led by Atatürk
C02	Turkish nation the reasons for analysis of contemporary medeniyetten must remain back.
C03	After colonialism and the industrial revolution and the developments in international relations to explain the effects of these developments on Turkey
C04	To explain the basic concepts that are effective in shaping the modern world.
C05	How to Know the stages and characteristics of Ottoman modernization
C06	The imperialist ambitions of the states on the territory of Turkey, who want to divide Turkey to recognize the separatist elements.
C07	That the establishment of National Defence of Turkey national and spiritual values based on the knowledge of unity and togetherness, conscious of these values to take ownership of and commitm
C08	Defence of Turkey feelings of gratitude to the heroes of this struggle to have succeeded

**Program Learning Outcomes**

No	Learning Outcome
P09	Using technologic machines in office, using computer and communication devices, using technologic services
P02	Analyzing basic principles of Office management, organizing the office effectively, preparing business plan, managing crise and stress, analyzing basic secretary notions, examining features of secreta
P01	To help communication with all customers, personal contact, organizational contact, analyse and evaluate personnel and organizational behaviour. To be able to shape the secretarial profession with
P20	Helping office and manager assistant duties in business life-II: Obeying ethic rules, helping secretaria and manager assistant duties, using technological devices, using computer office programmes, h
P19	Helping office and manager assistant duties in business life-I: Helping communications with customers, doing public relation activities, executing protocol and social rules, following rights with laws, c
P17	Executing quality systems, developing quality substructure and executing quality standarts.
P13	Learning general information about accounting, accounts and processes of accounting system, transacting in asset and resource accounts, supporting front desk accounting operations, representin
P12	The concept of Economy, analyze opportunity costs and economic activities, Economic target,demand, supply and watch market equilibrium, National Income,Money,Analysis of Employment and Un
P11	Being able to recognise main bodies stated in the Constitution of Turkish Republic and analyse their relations; being able to recognise and analyse the relations of State Economic Enterprises, centr
P08	Observing laws basic concepts, systems and notion of right and right types, learning personel, family, product and obligation laws, prossesses, trials and contracts, learning employee and employer
P07	Developing image and strategy in public relations and keeping personel image positive and constant, observing ethic and conduct notions and conforming ethic principles, executing protokol rules,
P05	Doing basic things on computer, working on keyboard, speed writing by F keyboard, writing in different languages, writing by different computer programmes, writing speedyly formal texts, , effective
P04	Managing knowledge, working about written or online literature, informing about corporation, analyzing area and having information about changes.
P03	Setting meeting agenda, preparing for agenda and joining meeting, writing meeting minutes, preparing meetings between departments
P16	Developing bussiness ideas, lading opening procedures,starting business, operating management, human resorce, producing and marketing obligations, knowing customer and developing customer :
P15	Using foreign language in , Telephone calls, writing and reading, business texting and face to face communication .
P14	Solving the rate and ratio calculations, percentage, cost, sales price , profit and loss problems, diversity and interest and discount problems .
P10	Preparing text files by computer, preparing presentation, preparing files and tables by mathematical and logical operations, developing database and executing web apertations
P06	Following document circulation, classifying and succeeding files, executing standart file plan , trakking file exchange processes,archiving and succeeding archive
P18	To have Consciousness and Knowledge on Atatürk's Principles and History of Revolution. Having a Good Turkish and Intermediate Level of English.

Assessment Methods and Criteria		
In-Term Studies	Quantity	Percentage
Mid-terms	1	%40
Quizzes	0	%0
Assignment	0	%0
Attendance	0	%0
Practice	0	%0
Project	0	%0
Final examination	1	%60
<b>Total</b>		<b>%100</b>

ECTS Allocated Based on Student Workload			
Activities	Quantity	Duration	Total Work Load
Course Duration	14	2	28
Hours for off-the-c.r.stud	14	2	28
Assignments	0	0	0
Presentation	0	0	0
Mid-terms	1	1	1
Practice	0	0	0
Laboratory	0	0	0
Project	0	0	0
Final examination	1	1	1
<b>Total Work Load</b>			<b>58</b>
<b>ECTS Credit of the Course</b>			<b>2</b>

**Contribution of Learning Outcomes to Programme Outcomes**

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	P01	P02	P03	P04	P05	P06	P07	P08	P09	P10	P11	P12	P13	P14	P15	P16	P17	P18	P19	P20
C01	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	5	1	1
C02	1	3	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	5	1	1
C03	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	5	1	1
C04	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	5	1	1
C05	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	5	1	1
C06	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	5	1	1
C07	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	5	1	1
C08	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	5	1	1



# Tokat Gaziosmanpaşa University

Tokat Vocational School  
Office Management and Manager Assistant

D0000129		FRENCH I				
Semester	Course Unit Code	Course Unit Title	L+P	Credit	Number of ECTS Credits	
1	D0000129	FRENCH I	3	3	3	

#### Mode of Delivery:

Face to Face

#### Language of Instruction:

Turkish

#### Level of Course Unit:

Associate

#### Work Placement(s):

No

#### Department / Program:

Office Management and Manager Assistant

#### Type of Course Unit:

Elective

#### Objectives of the Course:

#### Teaching Methods and Techniques:

#### Prerequisites and co-requisites:

#### Course Coordinator:

#### Name of Lecturers:

#### Assistants:

#### Recommended or Required Reading

#### Resources

#### Course Category

Mathematics and Basic Sciences :	Education :
Engineering :	Science :
Engineering Design :	Health :
Social Sciences :	Field :

#### Program Learning Outcomes

No	Learning Outcome
P09	Using technologic machines in office, using computer and communication devices, using technologic services
P02	Analyzing basic principles of Office management, organizing the office effectively, preparing business plan, managing crise and stress, analyzing basic secretary notions, examining features of secreta
P01	To help communication with all customers, personal contact, organizational contact, analyse and evaluate personel and organizational behaviour. To be able to shape the secretarial profession with
P20	Helping office and manager assistant duties in business life-II: Obeying ethic rules, helping secretaria and manager assistant duties, using technological devices, using computer office programmes, h
P19	Helping office and manager assistant duties in business life-I: helping communications with customers, doing public relation activities, executing protocol and social rules, following rights with laws, c
P17	Executing quality systems, developing quality substructure and executing quality standarts.
P13	Learning general information about accounting, accounts and processes of accounting system, transacting in asses and resource accounts, supporting front desk accounting operations, representin
P12	The concept of Economy,analyze opportunity costs and economic activities, Economic target,demand, supply and watch market equilibrium, National Income,Money,Analysis of Employment and Un
P11	Being able to recognise main bodies stated in the Constitution of Turkish Republic and analyse their relations; being able to recognise and analyse the relations of State Economic Enterprises, centr
P08	Observing laws basic concepts, systems and notion of right and right types, learning personel, family, product and obligation laws, prossesses, trials and contracts, learning employee and employer.
P07	Developing image and strategy in public relations and keeping personel image positive and constant, observing ethic and conduct notions and comforming ethic principles, executing protokol rules,
P05	Doing basic things on computer, working on keyboard, speed writing by F keyboard, writing in different languages, writing by different computer programmes, writing speedly formal texts, , effective
P04	Managing knowledge, working about written or online literature, informing about corporation, analyzing area and having information about changes.
P03	Setting meeting agenda, preparing for agenda and joining meeting, writing meeting minutes, preparing meetings between departments
P16	Developing bussiness ideas, lading opening procedures,starting meeting business, operating management, human resorce, producing and marketing obligations, knowing customer and developing customer :
P15	Using foreign language in , Telephone calls, writing and reading, business texting and face to face communication .
P14	Solving the rate and ratio calculations, percentage,cost, sales price , profit and loss problems, diversity and interest and discount problems .
P10	Preparing text files by computer, preparing presentation, preparing files and tables by mathematical and logical operations, developing database and executing web operations
P06	Following document circulation, classifying and succeeding files, executing standart file plan , trakking file exchange processes,archiving and succeeding archive
P18	To have Consciousness and Knowledge on Atatürk's Principles and History of Revolution. Having a Good Turkish and Intermediate Level of English.

Assessment Methods and Criteria		
In-Term Studies	Quantity	Percentage
Mid-terms	0	%0
Quizzes	0	%0
Assignment	0	%0
Attendance	0	%0
Practice	0	%0
Project	0	%0
Final examination	0	%0
<b>Total</b>		<b>%0</b>

ECTS Allocated Based on Student Workload			
Activities	Quantity	Duration	Total Work Load
Course Duration	0	0	0
Hours for off-the-c.r.stud	0	0	0
Assignments	0	0	0
Presentation	0	0	0
Mid-terms	0	0	0
Practice	0	0	0
Laboratory	0	0	0
Project	0	0	0
Final examination	0	0	0
<b>Total Work Load</b>			<b>0</b>
<b>ECTS Credit of the Course</b>			<b>0</b>

Contribution of Learning Outcomes to Programme Outcomes
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# Tokat Gaziosmanpaşa University

Tokat Vocational School  
Office Management and Manager Assistant

BY1001 GENERAL BUSINESS					
Semester	Course Unit Code	Course Unit Title	L+P	Credit	Number of ECTS Credits
1	BY1001	GENERAL BUSINESS	3	3	4

**Mode of Delivery:**

Face to Face

**Language of Instruction:**

Turkish

**Level of Course Unit:**

Associate

**Work Placement(s):**

No

**Department / Program:**

Office Management and Manager Assistant

**Type of Course Unit:**

Required

**Objectives of the Course:**

Introducing the Basic Concepts of Business and Business Administration, Providing a Broad and Holistic Perspective on Business Science and Business.

**Teaching Methods and Techniques:**

Basic Business Administration Concepts, The Aims of Businesses, Their Importance in Economy and their Classifications, The Foundations of Business, Financing The Enterprise, The Revenues of The Businesses, The Productivity of Businesses, The Functions of The Businesses

**Prerequisites and co-requisites:****Course Coordinator:**

Instructor Kemal ERGÜN

**Name of Lecturers:**

Instructor Cihangir CENGİZ

**Assistants:****Recommended or Required Reading****Resources**

Eyüp AKTEPE; Genel İşletme, 6. Basım, Nobel Akademik Yayıncılık, ISBN 9786051331454, Ankara 2016.,Prof. Dr. Mithat ÜNER; Genel (İşletme), Detay Prof. Dr. Recai COŞKUN; İşletmeye Giriş Ders Notları, Sakarya Yayıncılık, ISBN 9758644599, Sakarya, 2009.

**Course Category**

**Mathematics and Basic Sciences :**  
**Engineering :**  
**Engineering Design :**  
**Social Sciences :** 100

**Education :**  
**Science :**  
**Health :**  
**Field :**

**Weekly Detailed Course Contents**

Week	Topics	Study Materials	Materials
1	Businesses and Features		
2	Businesses and Features		
3	Business Environment		
4	Business Environment		
5	Ethical and Social Responsibility		
6	Ethical and Social Responsibility		
7	Establishment and Growth of Businesses		
8	MIDTERM EXAM		
9	Establishment and Growth of Businesses		
10	Management in Business		
11	Management in Business		
12	Production and Marketing in Business		
13	Production and Marketing in Business		
14	Human Resources Management in Business		
15	Accounting and Financial Management in Business		

**Course Learning Outcomes****No Learning Outcomes**

C01 Will be able to learn basic information about businesses as employees of businesses.  
C02 Will be able to gain basic information about businesses as customers of businesses.  
C03 As a result of today's rapid change environment; will be able to perceive the differences that occur in the economic environment in which businesses operate.  
C04 Will be able to define business related concepts such as productivity, sustainability and innovation.

**Program Learning Outcomes****No Learning Outcome**

P09 Using technologic machines in office, using computer and communication devices, using technologic services  
P02 Analyzing basic principles of Office management, organizing the office effectively, preparing business plan, managing crise and stress, analyzing basic secretary notions, examining features of secreta  
P01 To help communication with all customers, personal contact, organizational contact, analyse and evaluate personel and organizational behaviour. To be able to shape the secretarial profession with  
P20 Helping office and manager assistant duties in business life-II: Obeying ethic rules, helping secretaria and manager assistant duties, using technological devices, using computer office programmes, h  
P19 Helping office and manager assistant duties in business life-I: helping communications with customers, doing public relation activities, executing protocol and social rules, following rights with laws, c  
P17 Executing quality systems, developing quality substructure and executing quality standart.  
P13 Learning general information about accounting, accounts and processes of accounting system, transacting in asset and resource accounts, supporting front desk accounting operations, representin  
P12 The concept of Economy,analyze opportunity costs and economic activities, Economic target,demand, supply and watch market equilibrium, National Income,Money,Analysis of Employment and Un  
P11 Being able to recognise main bodies stated in the Constitution of Turkish Republic and analyse their relations; being able to recognise and analyse the relations of State Economic Enterprises, centr  
P08 Observing laws basic concepts, systems and notion of right and right types, learning personel, family, product and obligation laws, prossesses, trials and contracts, learning employee and employer.  
P07 Developing image and strategy in public relations and keeping personel image positive and constant, observing ethic and conduct notions and conforming ethic principles, executing protokol rules,  
P05 Doing basic things on computer, working on keyboard, speed writing by F keyboard, writing in different languages, writing by different computer programmes, writing speedly formal texts, , effective  
P04 Managing knowledge, working about written or online literature, informing about corporation, analyzing area and having information about changes.  
P03 Setting meeting agenda, preparing for agenda and joining meeting, writing meeting minutes, preparing meetings between departments  
P16 Developing business ideas, lading opening procedures,starting business, operating management, human resource, producing and marketing obligations; knowing customer and developing customer :  
P15 Using foreign language in , Telephone calls, writing and reading, business texting and face to face communication .  
P14 Solving the rate and ratio calculations, percentage,cost, sales price , profit and loss problems, diversity and interest and discount problems  
P10 Preparing text files by computer, preparing presentation, preparing files and tables by mathematical and logical operations, developing database and executing web operations  
P06 Following document circulation, classifying and succeeding files, executing standart file plan , traking file exchange processes,archiving and succeeding archive  
P18 To have Consciousness and Knowledge on Atatürk's Principles and History of Revolution. Having a Good Turkish and Intermediate Level of English.

Assessment Methods and Criteria		
In-Term Studies	Quantity	Percentage
Mid-terms	1	%40
Quizzes	0	%0
Assignment	0	%0
Attendance	0	%0
Practice	0	%0
Project	0	%0
Final examination	1	%60
<b>Total</b>		<b>%100</b>

ECTS Allocated Based on Student Workload			
Activities	Quantity	Duration	Total Work Load
Course Duration	14	3	42
Hours for off-the-c.r.stud	14	3	42
Assignments	14	2	28
Presentation	14	1	14
Mid-terms	1	1	1
Practice	0	0	0
Laboratory	0	0	0
Project	0	0	0
Final examination	1	1	1
<b>Total Work Load</b>			<b>128</b>
<b>ECTS Credit of the Course</b>			<b>4</b>

**Contribution of Learning Outcomes to Programme Outcomes**

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	P01	P02	P03	P04	P05	P06	P07	P08	P09	P10	P11	P12	P13	P14	P15	P16	P17	P18	P19	P20
All	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	5	1	1	2	3
C01	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	5	2	1	2	3
C02	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	5	1	1	2	3
C03	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	5	1	1	2	3
C04	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	3	1	1	1	3



# Tokat Gaziosmanpaşa University

Tokat Vocational School  
Office Management and Manager Assistant

BY1053 COMMUNICATION					
Semester	Course Unit Code	Course Unit Title	L+P	Credit	Number of ECTS Credits
1	BY1053	COMMUNICATION	2	2	2

**Mode of Delivery:**

Face to Face

**Language of Instruction:**

Turkish

**Level of Course Unit:**

Associate

**Work Placement(s):**

No

**Department / Program:**

Office Management and Manager Assistant

**Type of Course Unit:**

Required

**Objectives of the Course:**

Understanding Communication and Its Importance, Ways of Communicating, Obstacles and Problems, Types and Models of Communication, Meaning and Functions of Organizational Communication, Characteristics of Effective Communication.

**Teaching Methods and Techniques:**

The basic elements of communication, the functioning of the communication, communication skills within the groups and Organizations, preventing or disrupting communication constraints, arising from the difficulties of language and expression differences in status and for the elimination of these studies, written, the importance verbal and nonverbal communication, and used techniques

**Prerequisites and co-requisites:****Course Coordinator:**

Instructor Kemal ERGÜN

**Name of Lecturers:**

Instructor Mustafa UZER

**Assistants:****Recommended or Required Reading**

<b>Resources</b>	Prof. Dr. Demet GÜRÜZ; İletişim Becerileri (Anlamak-Anlatmak-Anlaşmak), 5. Basım, Nobel Akademik Yayıncılık, ISBN 9786051335032, Ankara 2013., Dr. İrfan MISIRLI; Genel ve Teknik İletişim, Kavramlar-İlkeler- Uygulamalar, 8. Baskı, Detay Yayıncılık, ISBN 9758326694, Ankara 2016. İletişim Temel Öğeleri,İşleyiş açısından iletişim türleri,iletişim engelleri,beden dili,örgütsel iletişim
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**Course Category**

<b>Mathematics and Basic Sciences :</b>		<b>Education :</b>	
<b>Engineering :</b>		<b>Science :</b>	
<b>Engineering Design :</b>		<b>Health :</b>	
<b>Social Sciences :</b>	100	<b>Field :</b>	

**Weekly Detailed Course Contents**

Week	Topics	Study Materials	Materials
1	Basic Concepts of Communication		
2	Function, Purpose and Application of Communication		
3	Types of Communication		
4	Communication Barriers		
5	Communication Barriers		
6	Verbal Communication		
7	Listening Techniques		
8	Midterm		
9	Verbal Communication Types		
10	Different Dimensions of Nonverbal Communication		
11	Written communication		
12	Work Life and Communication		
13	Technology and Communication		
14	Graphic and Visual Tools in Communication		

**Course Learning Outcomes**

No	Learning Outcomes
C01	To have the knowledge about the fundamental concepts related with communication
C02	To have the knowledge about the functions, aim and implementation of communication
C03	To comprehend and to be able to apply the types of communication
C04	To be able to understand and apply the importance of listening in
C05	To be able to comprehend the communication complications and the ability to solve such complications
C06	To be able to develop verbal, non-verbal (body language), written, visual and electronic communication skills
C07	To have the knowledge about the fundamental concepts related with organizational communication
C08	To have knowledge about the types and operation of organizational communication.

**Program Learning Outcomes**

No	Learning Outcome
P09	Using technologic machines in office, using computer and communication devices, using technologic services
P02	Analyzing basic principles of Office management, organizing the office effectively, preparing business plan, managing crise and stress, analyzing basic secretary notions, examining features of secreta
P01	To help communication with all customers, personal contact, organizational contact, analyse and evaluate personel and organizational behaviour. To be able to shape the secretarial profession with
P20	Helping office and manager assistant duties in business life-II: Obeying ethic rules, helping secretaria and manager assistant duties, using technological devices, using computer office programmes, h
P19	Helping office and manager assistant duties in business life-I: helping communications with customers, doing public relation activities, executing protocol and social rules, following rights with laws, c
P17	Executing quality systems, developing quality substructure and executing quality standarts.
P13	Learning general information about accounting, accounts and processes of accounting system, transacting in assest and resource accounts, supporting front desk accounting operations, representin
P12	The concept of Economy,analyze opportunity costs and economic activities. Economic target,demand, supply and watch market equilibrium, National Income,Money,Analysis of Employment and Un
P11	Being able to recognise main bodies stated in the Constitution of Turkish Republic and analyse their relations; being able to recognise and analyse the relations of State Economic Enterprises, centr
P08	Observing laws basic concepts, systems and notion of right and right types, learning personel, family, product and obligation laws, prossesses, trials and contracts, learning employee and employer
P07	Developing image and strategy in public relations and keeping personel image positive and constant, observing ethic and conduct notions and conforming ethic principles, executing protokol rules,
P05	Doing basic things on computer, working on keyboard, speed writing by F keyboard, writing in different languages, writing by different computer programmes, writing speedyly formal texts, , effective
P04	Managing knowledge, working about written or online literature, informing about corporation, analyzing area and having information about changes.
P03	Setting meeting agenda, preparing for agenda and joining meeting, writing meeting minutes, preparing meetings between departments
P16	Developing business ideas, lading opening procedures,starting business, operating management, human resorce, producing and marketing obligations, Knowing customer and developing customer :
P15	Using foreign language in , Telephone calls, writing and reading, business texting and face to face communication .
P14	Solving the rate and ratio calculations, percentage,cost, sales price , profit and loss problems, diversity and interest and discount problems .
P10	Preparing text files by computer, preparing presentation, preparing files and tables by mathematical and logical operations, developing database and executing web apertations
P06	Following document circulation, classifying and succeeding files, executing standart file plan , trakking file exchange processes,archiving and succeeding archive
P18	To have Consciousness and Knowledge on Atatürk's Principles and History of Revolution. Having a Good Turkish and Intermediate Level of English.

Assessment Methods and Criteria		
In-Term Studies	Quantity	Percentage
Mid-terms	1	%40
Quizzes	0	%0
Assignment	0	%0
Attendance	0	%0
Practice	0	%0
Project	0	%0
Final examination	1	%60
<b>Total</b>		<b>%100</b>

ECTS Allocated Based on Student Workload			
Activities	Quantity	Duration	Total Work Load
Course Duration	14	2	28
Hours for off-the-c.r.stud	14	1	14
Assignments	14	1	14
Presentation	14	1	14
Mid-terms	1	1	1
Practice	0	0	0
Laboratory	0	0	0
Project	0	0	0
Final examination	1	1	1
<b>Total Work Load</b>			<b>72</b>
<b>ECTS Credit of the Course</b>			<b>2</b>

**Contribution of Learning Outcomes to Programme Outcomes**

bbb																					
	P01	P02	P03	P04	P05	P06	P07	P08	P09	P10	P11	P12	P13	P14	P15	P16	P17	P18	P19	P20	
All	5	1	1	2	1	1	2	1	3	1	1	1	1	1	2	2	3	1	4	3	
C01	5	1	1	2	1	1	2	1	3	1	1	1	1	1	2	2	3	1	4	2	
C02	5	1	1	2	1	1	2	1	3	1	1	1	1	1	2	3	3	4	2		
C03	5	1	1	2	1	1	2	1	3	1	1	1	1	1	4	2	3	1	4	4	
C04	4	1	1	2	1	1	2	1	3	1	1	1	1	1	1	2	3	3	5	2	
C05	5	1	1	2	1	1	2	1	3	1	1	1	1	1	1	2	3	1	4	2	
C06	5	1	2	2	4	1	4	1	5	3	1	1	1	1	4	3	3	4	5	4	
C07	5	1	1	2	1	1	2	1	3	1	1	1	1	1	3	2	3	1	4	2	
C08	5	1	1	3	1	1	2	1	3	1	1	1	1	1	3	2	3	1	4	2	



# Tokat Gaziosmanpaşa University

Tokat Vocational School  
Office Management and Manager Assistant

D0000140		ENGLISH I			
Semester	Course Unit Code	Course Unit Title	L+P	Credit	Number of ECTS Credits
1	D0000140	ENGLISH I	3	3	3

**Mode of Delivery:**

Face to Face

**Language of Instruction:**

Turkish

**Level of Course Unit:**

Associate

**Work Placement(s):**

No

**Department / Program:**

Office Management and Manager Assistant

**Type of Course Unit:**

Elective

**Objectives of the Course:**

As a result of this course, students will be able to use the basic structures to express themselves. This course aims at giving the students basics of English at beginner level.

**Teaching Methods and Techniques:**

Compulsory Foreign Language Course (English)

**Prerequisites and co-requisites:****Course Coordinator:**

Associate Prof.Dr. Yunus Emre TEKİNSOY

**Name of Lecturers:**

Instructor Özge DURAN GERÇEKÇİOĞLU Instructor Mustafa Bilge BİLTEKİN

**Assistants:****Recommended or Required Reading**

**Resources** New Headway Beginner Listening CDs New Headway Beginner Teachers' Resource CD ,New Headway Beginner - Liz and John Soars - Oxford University Press) + Student's Book + Workbook + iTools (Digital Teaching Resources)

**Course Category**

<b>Mathematics and Basic Sciences</b> :	<b>Education</b> :	100
<b>Engineering</b> :	<b>Science</b> :	
<b>Engineering Design</b> :	<b>Health</b> :	
<b>Social Sciences</b> :	<b>Field</b> :	

**Weekly Detailed Course Contents**

Week	Topics	Study Materials	Materials
1	Hello		
2	Personal pronouns		
3	Countries		
4	Yes/No questions with verbs of to be		
5	Personal details		
6	Negatives, questions and short answers with verbs of to be		
7	Family and friends		
8	Mid-term exam		
9	Possessive adjectives		
10	The way I live: present simple		
11	Present simple questions and answers		
12	Everyday life		
13	The timePlaces I like		
14	Object pronouns		

**Course Learning Outcomes**

No	Learning Outcomes
C01	Understanding and using basic English grammar
C02	Recognizing and using social expressions
C03	Understanding what one hears in the target language
C04	Counting up to 100 in English
C05	Asking and answering questions about basic matters
C06	Questioning and expressing time expressions such as hours and days of the week

**Program Learning Outcomes**

No	Learning Outcome
P09	Using technologic machines in office, using computer and communication devices, using technologic services
P02	Analyzing basic principles of Office management, organizing the office effectively, preparing business plan, managing crisis and stress, analyzing basic secretary notions, examining features of secretarial profession
P01	To help communication with all customers, personal contact, organizational contact, analyze and evaluate personnel and organizational behaviour. To be able to shape the secretarial profession with
P20	Helping office and manager assistant duties in business life-II: Obeying ethic rules, helping secretaria and manager assistant duties, using technological devices, using computer office programmes, helping office and manager assistant duties in business life-I: helping communications with customers, doing public relation activities, executing protocol and social rules, following rights with laws, etc.
P19	Helping office and manager assistant duties in business life-I: helping communications with customers, doing public relation activities, executing protocol and social rules, following rights with laws, etc.
P17	Executing quality systems, developing quality substructure and executing quality standarts.
P13	Learning general information about accounting, accounts and processes of accounting system, transacting in asset and resource accounts, supporting front desk accounting operations, representing in
P12	The concept of Economy,analyze opportunity costs and economic activities, Economic target,demand, supply and watch market equilibrium, National Income,Money,Analysis of Employment and Unemployment
P11	Being able to recognise main bodies stated in the Constitution of Turkish Republic and analyse their relations; being able to recognise and analyse the relations of State Economic Enterprises, central banks, etc.
P08	Observing laws basic concepts, systems and notion of right and right types, learning personel, family, product and obligation laws, processes, trials and contracts, learning employee and employer relations
P07	Developing image and strategy in public relations and keeping personel image positive and constant, observing ethic and conduct notions and conforming ethic principles, executing protokol rules, etc.
P05	Doing basic things on computer, working on keyboard, speed writing by F keyboard, writing in different languages, writing by different computer programmes, writing speedy formal texts, , effective communication
P04	Managing knowledae, working about written or online literature, informing about corporation, analyzing area and having information about changes.
P03	Setting meeting agenda, preparing for agenda and joining meeting, writing meeting minutes, preparing meetings between departments
P16	Developing bussiness ideas, lading opening procedures,starting bussiness, operating management, human resorce, producing and marketing obligations, Knowing customer and developing customer relations
P15	Using foreign language in , Telephone calls, writing and reading, business texting and face to face communication .
P14	Solving the rate and ratio calculations, percentage,cost, sales price , profit and loss problems, diversity and interest and discount problems .
P10	Preparing text files by computer, preparing presentation, preparing files and tables by mathematical and logical operations, developing database and executing web operations
P06	Following document circulation, classifying and succeeding files, executing standart file plan , tracking file exchange processes,archiving and succeeding archive
P18	To have Consciousness and Knowledge on Atatürk's Principles and History of Revolution. Having a Good Turkish and Intermediate Level of English.

Assessment Methods and Criteria		
In-Term Studies	Quantity	Percentage
Mid-terms	1	%40
Quizzes	0	%0
Assignment	0	%0
Attendance	0	%0
Practice	0	%0
Project	0	%0
Final examination	1	%60
<b>Total</b>		<b>%100</b>

ECTS Allocated Based on Student Workload			
Activities	Quantity	Duration	Total Work Load
Course Duration	14	3	42
Hours for off-the-c.r.stud	14	3	42
Assignments	0	0	0
Presentation	0	0	0
Mid-terms	1	5	5
Practice	0	0	0
Laboratory	0	0	0
Project	0	0	0
Final examination	1	5	5
<b>Total Work Load</b>			<b>94</b>
<b>ECTS Credit of the Course</b>			<b>3</b>

**Contribution of Learning Outcomes to Programme Outcomes**

bbb

	P01	P02	P03	P04	P05	P06	P07	P08	P09	P10	P11	P12	P13	P14	P15	P16	P17	P18	P19	P20
C01	2	1	1	1	4	1	1	1	1	1	1	1	1	1	5	1	1	5	1	5
C02	2	1	1	1	4	1	1	1	1	1	1	1	1	1	5	1	1	5	1	5
C03	2	1	1	1	4	1	1	1	1	1	1	1	1	1	5	1	1	5	1	5
C04	2	1	1	1	4	1	1	1	1	1	1	1	1	1	5	1	1	5	1	5
C05	2	1	1	1	4	1	1	1	1	1	1	1	1	1	5	1	1	5	1	5
C06	2	1	1	1	4	1	1	1	1	1	1	1	1	1	5	1	1	5	1	5



# Tokat Gaziosmanpaşa University

Tokat Vocational School  
Office Management and Manager Assistant

BY1041 KEYBOARDING TECHNIQUES I					
Semester	Course Unit Code	Course Unit Title	L+P	Credit	Number of ECTS Credits
1	BY1041	KEYBOARDING TECHNIQUES I	4	3	5

**Mode of Delivery:**

Face to Face

**Language of Instruction:**

Turkish

**Level of Course Unit:**

Associate

**Work Placement(s):**

No

**Department / Program:**

Office Management and Manager Assistant

**Type of Course Unit:**

Required

**Objectives of the Course:**

With this course, the student will gain the ability to write in a computer environment using the keyboard with the on-finger ( F keyboard) method and serial writing.

**Teaching Methods and Techniques:**

Word processing program operations; Recognizing the "F" keyboard, Developing Keyboard Using Skills, Finger Keyboard Using and Ergonomics, Keyboard Using Management and Techniques, Using Basic Order and Basic Extraordinary Letters, Working on Sample Texts, Fast Writing Practices.

**Prerequisites and co-requisites:****Course Coordinator:**

Instructor Kemal ERGÜN

**Name of Lecturers:**

Instructor Kemal ERGÜN

**Assistants:****Recommended or Required Reading****Resources**

Instructor; Kemal ERGÜN, Klavye Teknikleri Ders Notu, Tokat Meslek Yüksekokulu, 20. Baskı, Tokat, 2020.

Instructor; Kemal ERGÜN, Keyboard Techniques Lecture Note, Tokat Vocational School, 23st Edition, Tokat, 2023.

**Course Category**

**Mathematics and Basic Sciences :**  
**Engineering :**  
**Engineering Design :**  
**Social Sciences :**

**Education :**  
**Science :**  
**Health :**  
**Field : 100**

**Weekly Detailed Course Contents**

Week	Topics	Study Materials	Materials
1	General Information About Turkish "F" Keyboard		
2	Developing Keyboard Using Skills		
3	Ten Finger Keyboard Usage and Ergonomics		
4	Ten Finger Keyboard Usage Method and Typing Techniques with Keyboard		
5	Using the Letter Keys		
6	Using Basic Out of Order Letters (Keys)		
7	Working on Sample Texts		
8	MIDTERM		
9	Working on Sample Texts		
10	Working on Alphabet Keys		
11	Working on Alphabet Keys		
12	Speed Study (Printed Speed Boost)		
13	Speed Study (Printed Speed Boost)		
14	Speed Study (Printed Speed Boost)		
15	Speed Study (Printed Speed Boost)		

**Course Learning Outcomes****No Learning Outcomes**

C01 ..... Recognizes Turkish "F" Keyboard and Developing Keyboard Skills  
C02 ..... Comprehending Ten Finger Keyboard Usage and Typing Techniques  
C03 ..... Being Able to Use the Letter Keys  
C04 ..... Ability to Use Basic Out of Order Letters  
C05 ..... Working on Sample Texts

**Program Learning Outcomes****No Learning Outcome**

P09 ..... Using technologic machines in office, using computer and communication devices, using technologic services  
P02 ..... Analyzing basic principles of Office management, organizing the office effectively, preparing business plan, managing crise and stress, analyzing basic secretary notions, examining features of secreta  
P01 ..... To help communication with all customers, personal contact, organizational contact, analyse and evaluate personel and organizational behaviour. To be able to shape the secretarial profession with  
P20 ..... Helping office and manager assistant duties in business life-II: Obeying ethic rules, helping secretaria and manager assistant duties, using technological devices, using computer office programmes, h  
P19 ..... Helping office and manager assistant duties in business life-I: helping communications with customers, doing public relation activities, executing protocol and social rules, following rights with laws, c  
P17 ..... Executing quality systems, developing quality substructure and executing quality standarts.  
P13 ..... Learning general information about accounting, accounts and processes of accounting system, transacting in asset and resource accounts, supporting front desk accounting operations, representin  
P12 ..... The concept of Economy,analyze opportunity costs and economic activities, Economic target,demand, supply and watch market equilibrium, National Income,Money,Analysis of Employment and Un  
P11 ..... Being able to recognise main bodies stated in the Constitution of Turkish Republic and analyse their relations; being able to recognise and analyse the relations of State Economic Enterprises, centr  
P08 ..... Observing laws basic concepts, systems and notion of right and right types, learning personel, family, product and obligation laws, prossesses, trials and contracts, learning employee and employer.  
P07 ..... Developing image and strategy in public relations and keeping personel image positive and constant, observing ethic and conduct notions and conforming ethic principles, executing protokol rules,  
P05 ..... Doing basic things on computer, working on keyboard, speed writing by F keyboard, writing in different languages, writing by different computer programmes, writing speedly formal texts, , effective  
P04 ..... Managing knowledge, working about written or online literature, informing about corporation, analyzing area and having information about changes.  
P03 ..... Setting meeting agenda, preparing for agenda and joining meeting, writing meeting minutes, preparing meetings between departments  
P16 ..... Developing bussiness ideas, lading opening procedures,starting business, operating management, human resorce, producing and marketing obligations, knowing customer and developing customer :  
P15 ..... Using foreign language in , Telephone calls, writing and reading, business texting and face to face communication .  
P14 ..... Solving the rate and ratio calculations, percentage,cost, sales price , profit and loss problems, diversity and interest and discount problems  
P10 ..... Preparing text files by computer, preparing presentation, preparing files and tables by mathematical and logical operations, developing database and executing web operations  
P06 ..... Following document circulation, classifying and succeeding files, executing standart file plan , trakking file exchange processes,archiving and succeeding archive  
P18 ..... To have Consciousness and Knowledge on Atatürk's Principles and History of Revolution. Having a Good Turkish and Intermediate Level of English.





# Tokat Gaziosmanpaşa University

Tokat Vocational School  
Office Management and Manager Assistant

BY1051 PROTOCOL AND SOCIAL CODE OF CONDUCT					
Semester	Course Unit Code	Course Unit Title	L+P	Credit	Number of ECTS Credits
1	BY1051	PROTOCOL AND SOCIAL CODE OF CONDUCT	2	2	2

**Mode of Delivery:**

Face to Face

**Language of Instruction:**

Turkish

**Level of Course Unit:**

Associate

**Work Placement(s):**

No

**Department / Program:**

Office Management and Manager Assistant

**Type of Course Unit:**

Required

**Objectives of the Course:**

The course aims at teaching the students the protocol rules to represent their Authorities and be a good example for other personnel and to use this information in the appropriate place and time in professional life.

**Teaching Methods and Techniques:**

The definition and historical development of the protocol, implementation of the social behaviour protocol, implementation of the protocol in institutions and organizations, implementation of the protocol in institutional events, personal care, choosing the appropriate clothing and accessories Methods: Lecture, question and answer, discussion Teaching Techniques: Brainstorming, question-answer

**Prerequisites and co-requisites:****Course Coordinator:**

Instructor Kemal ERGÜN

**Name of Lecturers:**

Instructor Ahmet DOĞRU

**Assistants:****Recommended or Required Reading**

**Resources** Prof. Dr. Hasan Tutar, Doç. Dr. Mehmet Altınöz; Protokol Bilgisi, Seçkin Yayıncılık, 9. Baskı, Barkod: 9789750260599, Ankara, 2020., Nihat AYTÜRK; Pro Nihat AYTÜRK; Protokol ve Sosyal Davranış Kuralları, Nobel Akademik Yayıncılık, Geliştirilmiş 7. Basım, ISBN 6053206026, Ankara 2017.

**Course Category**

<b>Mathematics and Basic Sciences</b> :		<b>Education</b> :	
<b>Engineering</b> :		<b>Science</b> :	
<b>Engineering Design</b> :		<b>Health</b> :	
<b>Social Sciences</b> :	50	<b>Field</b> :	50

**Weekly Detailed Course Contents**

Week	Topics	Study Materials	Materials
1	Protokolün tanımı ve tarihsel gelişimini incelemek		
2	To implement the protocol behavior.		
3	To implement the protocol behavior.		
4	To implement the protocol behavior.		
5	To implement the protocol in Institutions and organizations.		
6	To implement the protocol in Institutions and organizations.		
7	To implement the protocol in Institutions and organizations.		
8	MIDTERM EXAM		
9	To implement the protocol in the corporate events.		
10	To implement the protocol in the corporate events.		
11	To implement the protocol in the corporate events.		
12	To make of personal care.		
13	To make of personal care.		
14	To choose clothes and accessories		
15	To choose clothes and accessories		

**Course Learning Outcomes****No Learning Outcomes**

C01	To apply the rules of the protocol.
C02	To manage a personal image.

**Program Learning Outcomes****No Learning Outcome**

P09	Using technologic machines in office, using computer and communication devices, using technologic services
P02	Analyzing basic principles of Office management, organizing the office effectively, preparing business plan, managing crise and stress, analyzing basic secretary notions, examining features of secreta
P01	To help communication with all customers, personal contact, organizational contact, analyse and evaluate personel and organizational behaviour. To be able to shape the secretarial profession with
P20	Helping office and manager assistant duties in business life-II: Obeying ethic rules, helping secretaria and manager assistant duties, using technological devices, using computer office programmes, h
P19	Helping office and manager assistant duties in business life-I: helping communications with customers, doing public relation activities, executing protocol and social rules, following rights with laws, c
P17	Executing quality systems, developing quality substructure and executing quality standarts.
P13	Learning general information about accounting, accounts and processes of accounting system, transacting in asset and resource accounts, supporting front desk accounting operations, representin
P12	The concept of Economy, analyze opportunity costs and economic activities, Economic target, demand, supply and watch market equilibrium, National Income, Money, Analysis of Employment and Un
P11	Being able to recognise main bodies stated in the Constitution of Turkish Republic and analyse their relations; being able to recognise and analyse the relations of State Economic Enterprises, centr
P08	Observing laws basic concepts, systems and notion of right and right types, learning personel, family, product and obligation laws, prossesses, trials and contracts, learning employee and employer
P07	Developing image and strategy in public relations and keeping personel image positive and constant, observing ethic and conduct notions and conforming ethic principles, executing protokol rules,
P05	Doing basic things on computer, working on keyboard, speed writing by F keyboard, writing in different languages, writing by different computer programmes, writing speedly formal texts, , effectiv
P04	Managing knowledge, working about written or online literature, informing about corporation, analyzing area and having information about changes.
P03	Setting meeting agenda, preparing for agenda and joining meeting, writing meeting minutes, preparing meetings between departments
P16	Developing business ideas, lading opening procedures, starting business, operating management, human resorce, producing and marketing obligations, knowing customer and developing customer :
P15	Using foreign language in , Telephone calls, writing and reading, business texting and face to face communication .
P14	Solving the rate and ratio calculations, percentage, cost, sales price , profit and loss problems, diversity and interest and discount problems .
P10	Preparing text files by computer, preparing presentation, preparing files and tables by mathematical and logical operations, developing database and executing web operations
P06	Following document circulation, classifying and succeeding files, executing standart file plan , trakking file exchange processes, archiving and succeeding archive
P18	To have Consciousness and Knowledge on Atatürk's Principles and History of Revolution. Having a Good Turkish and Intermediate Level of English.

Assessment Methods and Criteria		
In-Term Studies	Quantity	Percentage
Mid-terms	1	%40
Quizzes	0	%0
Assignment	0	%0
Attendance	0	%0
Practice	0	%0
Project	0	%0
Final examination	1	%60
<b>Total</b>		<b>%100</b>

ECTS Allocated Based on Student Workload			
Activities	Quantity	Duration	Total Work Load
Course Duration	14	2	28
Hours for off-the-c.r.stud	14	2	28
Assignments	7	1	7
Presentation	0	0	0
Mid-terms	1	1	1
Practice	0	0	0
Laboratory	0	0	0
Project	0	0	0
Final examination	1	1	1
<b>Total Work Load</b>			<b>65</b>
<b>ECTS Credit of the Course</b>			<b>2</b>

Contribution of Learning Outcomes to Programme Outcomes																					
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bbb																					
	P01	P02	P03	P04	P05	P06	P07	P08	P09	P10	P11	P12	P13	P14	P15	P16	P17	P18	P19	P20	
All	2	1	3	2	1	1	5	3	1	1	3	1	1	1	2	1	1	1	5	3	
C01	2	1	3	2	1	1	5	3	1	1	3	1	1	1	2	1	1	1	5	3	
C02	2	1	3	2	1	1	5	3	1	1	3	1	1	1	2	1	1	1	5	3	

**Program Learning Outcomes**

No	Learning Outcome
P09	Using technologic machines in office, using computer and communication devices, using technologic services
P02	Analyzing basic principles of Office management, organizing the office effectively, preparing business plan, managing crise and stress, analyzing basic secretary notions, examining features of secreta
P01	To help communication with all customers, personal contact, organizational contact, analyse and evaluate personel and organizational behaviour. To be able to shape the secretarial profession with
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P08	Observing laws basic concepts, systems and notion of right and right types, learning personel, family, product and obligation laws, posseseses, trials and contracts, learning employee and employer
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P03	Setting meeting agenda, preparing for agenda and joining meeting, writing meeting minutes, preparing meetings between departments
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P15	Using foreign language in , Telephone calls, writing and reading, business texting and face to face communication .
P14	Solving the rate and ratio calculations, percentage, cost, sales price , profit and loss problems, diversity and interest and discount problems
P10	Preparing text files by computer, preparing presentation, preparing files and tables by mathematical and logical operations, developing database and executing web aperations
P06	Following document circulation, classifying and succeeding files, executing standart file plan , trakking file exchange processes, archieving and succeeding archive
P18	To have Consciousness and Knowledge on Atatürk's Principles and History of Revolution. Having a Good Turkish and Intermediate Level of English.

Assessment Methods and Criteria			ECTS Allocated Based on Student Workload			
In-Term Studies	Quantity	Percentage	Activities	Quantity	Duration	Total Work Load
Mid-terms	0	%0	Course Duration	0	0	0
Quizzes	0	%0	Hours for off-the-c.r.stud	0	0	0
Assignment	0	%0	Assignments	0	0	0
Attendance	0	%0	Presentation	0	0	0
Practice	0	%0	Mid-terms	0	0	0
Project	0	%0	Practice	0	0	0
Final examination	0	%0	Laboratory	0	0	0
<b>Total</b>		<b>%0</b>	Project	0	0	0
			Final examination	0	0	0
			<b>Total Work Load</b>			<b>0</b>
			<b>ECTS Credit of the Course</b>			<b>0</b>

**Contribution of Learning Outcomes to Programme Outcomes**





# Tokat Gaziosmanpaşa University

Tokat Vocational School  
Office Management and Manager Assistant

BY1049		BASIC LAW			
Semester	Course Unit Code	Course Unit Title	L+P	Credit	Number of ECTS Credits
1	BY1049	BASIC LAW	2	2	2

**Mode of Delivery:**

Face to Face

**Language of Instruction:**

Turkish

**Level of Course Unit:**

Associate

**Work Placement(s):**

No

**Department / Program:**

Office Management and Manager Assistant

**Type of Course Unit:**

Required

**Objectives of the Course:**

Gaining Basic Legal Concepts.

**Teaching Methods and Techniques:**

Understanding Turkish legal system by comparing with other legal systems; Understanding Turkish legal system and its main legal sources; Understanding the type of judicial proceedings and judicial institutions; Under public law and private law understanding; Features, elements, and kinds of legal events and process, understanding the failures of legal process; Understanding types of persons and their legal capacity and the terms of the winning and losing this qualification; Understanding legal content of inheritance concept, winning and losing heritage, determining the legal heirs; Understanding property rights, powers and duties arising from property rights

**Prerequisites and co-requisites:****Course Coordinator:**

Instructor Kemal ERGÜN

**Name of Lecturers:**

Instructor Mustafa UZER

**Assistants:****Recommended or Required Reading**

- Resources**
- Prof. Dr. Turgut AKINTÜRK; Hukuka Giriş, Anadolu Üniversitesi Açık Öğretim Fakültesi Yayınları, Eskişehir 2008.  
Prof. Dr. Faruk ANDAÇ; Hukukun Temel Kavramları, Deta Yayınları, Ankara 2014.

**Course Category**

<b>Mathematics and Basic Sciences :</b>		<b>Education :</b>	
<b>Engineering :</b>		<b>Science :</b>	
<b>Engineering Design :</b>		<b>Health :</b>	
<b>Social Sciences :</b>	100	<b>Field :</b>	

**Weekly Detailed Course Contents**

Week	Topics	Study Materials	Materials
1	Definition and Basic Concepts of Law		
2	Rules Providing Social Order		
3	Various Concepts Related to Law		
4	Legal Systems and Turkish Legal Systems		
5	Sources of Law		
6	Departments of Law		
7	Public Law Information		
8	Mid Term Exam.		
9	Public Law Information		
10	Public Law Information		
11	Private Law Knowledge		
12	Private Law Knowledge		
13	Person, Types of Persons and Licenses of Natural Persons		
14	Personality Protection and Legal Entity		

**Course Learning Outcomes**

No	Learning Outcomes
C01	Being able to learn the Definition of Law and Basic Concepts
C02	Comprehending the Place and Importance of Law in the Life of Society
C03	Anticipating Sanctions That May Encounter When Not Complying With The Rules of Law
C04	Having Knowledge about the Sources of Law, Being able to Understand the Rights It Has
C06	Gaining the Skills to Exercise Their Rights as a Citizen

**Program Learning Outcomes**

No	Learning Outcome
P09	Using technologic machines in office, using computer and communication devices, using technologic services
P02	Analyzing basic principles of Office management, organizing the office effectively, preparing business plan, managing crise and stress, analyzing basic secretary notions, exemining features of secreta
P01	To help communication with all customers, personal contact, organizational contact, analyse and evaluate personel and organizational behaviour. To be able to shape the secretarial profession with
P20	Helping office and manager assistant duties in business life-II: Obeying ethic rules, helping secretaria and manager assistant duties, using technological devices, using computer office programmes, h
P19	Helping office and manager assistant duties in business life-I: helping communications with customers, doing public relation activities, executing protocol and social rules, following rights with laws, c
P17	Executing quality systems, developing quality substructure and executing quality standarts.
P13	Learning general information about accounting, accounts and processes of accounting system, transacting in asset and resource accounts, supporting front desk accounting operations, representin
P12	The concept of Economy,analyze opportunity costs and economic activities, Economic target,demand, supply and watch market equilibrium, National Income,Money,Analysis of Employment and Un
P11	Being able to recognise main bodies stated in the Constitution of Turkish Republic and analyse their relations; being able to recognise and analyse the relations of State Economic Enterprises, centr
P08	Observing laws basic concepts, systems and notion of right and right types, learning personel, family, product and obligation laws, prossesses, trials and contracts, learning employee and employer.
P07	Developing image and strategy in public relations and keeping personel image positive and constant, observing ethic and conduct notions and conforming ethic principles, executing protokol rules,
P05	Doing basic things on computer, working on keyboard, speed writing by F keyboard, writing in different languages, writing by different computer programmes, writing speedly formal texts, , effectiv
P04	Managing knowledge, working about written or online literature, informing about corporation, analyzing area and having information about changes.
P03	Setting meeting agenda, preparing for agenda and joining meeting, writing meeting minutes, preparing meetings between departments
P16	Developing bussiness ideas, lading opening procedures,starting business, operating management, human resource, producing and marketing obligations, knowing customer and developing customer :
P15	Using foreign language in , Telephone calls, writing and reading, business texting and face to face communication .
P14	Solving the rate and ratio calculations, percentage,cost, sales price , profit and loss problems, diversity and interest and discount problems .
P10	Preparing text files by computer, preparing presentation, preparing files and tables by mathematical and logical operations, developing database and executing web operations
P06	Following document circulation, classifying and succeeding files, executing standart file plan , trakking file exchange processes,archiving and succeeding archive
P18	To have Consciousness and Knowledge on Atatürk's Principles and History of Revolution. Having a Good Turkish and Intermediate Level of English.





# Tokat Gaziosmanpaşa University

Tokat Vocational School  
Office Management and Manager Assistant

BY1043 COMMERCIAL MATHEMATICS					
Semester	Course Unit Code	Course Unit Title	L+P	Credit	Number of ECTS Credits
1	BY1043	COMMERCIAL MATHEMATICS	3	3	4

**Mode of Delivery:**

Face to Face

**Language of Instruction:**

Turkish

**Level of Course Unit:**

Associate

**Work Placement(s):**

No

**Department / Program:**

Office Management and Manager Assistant

**Type of Course Unit:**

Required

**Objectives of the Course:**

It is aimed to be able to comprehend the basic concepts and to solve equation systems and problems.

**Teaching Methods and Techniques:**

Commercial mathematics, ratio proportion, interest and discount, loss - profit

**Prerequisites and co-requisites:****Course Coordinator:**

Instructor Kemal ERGÜN

**Name of Lecturers:**

Instructor Cihangir CENGİZ

**Assistants:****Recommended or Required Reading**

**Resources** Günay BÜYÜKATEŞ; Ticaret Matematiği, MEB, Ankara 2001.  
 Prof. Dr. Ertuğrul ÇETİNER; Ticari ve Mali Matematik, 5. Baskı,  
 Gazi Kitabevi, ISBN 9799757313709, Ankara 2008.

**Course Category**

<b>Mathematics and Basic Sciences</b> :	70	<b>Education</b>	:
<b>Engineering</b> :		<b>Science</b>	:
<b>Engineering Design</b> :		<b>Health</b>	:
<b>Social Sciences</b> :		<b>Field</b>	: 30

**Weekly Detailed Course Contents**

Week	Topics	Study Materials	Materials
1	Basic mathematical processes		
2	Ratios and proportion		
3	Ratios and proportion		
4	Percentage problems		
5	Loss profit problems		
6	Percentage problems / Loss profit problems		
7	Mean problems		
8	MidTerm Exam		
9	Aritmetical and weighted mean problems		
10	Interest problems		
11	Simple interest		
12	Discount problems		
13	Current accounts		
14	Examples		

**Course Learning Outcomes**

No	Learning Outcomes
C01	Understand commercial mathematics problems
C02	Understand comparison problems
C03	Understand Loss profit problems
C04	Increase the basic ability of mathematical common thought
C05	Comprehend Interest problems

**Program Learning Outcomes**

No	Learning Outcome
P09	Using technologic machines in office, using computer and communication devices, using technologic services
P02	Analyzing basic principles of Office management, organizing the office effectively, preparing business plan, managing crise and stress, analyzing basic secretary notions, exemining features of secreta
P01	To help communication with all customers, personal contact, organizational contact, analyse and evaluate personel and organizational behaviour. To be able to shape the secretarial profession with
P20	Helping office and manager assistant duties in business life-II: Obeying ethic rules, helping secretaria and manager assistant duties, using technological devices, using computer office programmes, h
P19	Helping office and manager assistant duties in business life-I: helping communications with customers, doing public relation activities, executing protocol and social rules, following rights with laws, c
P17	Executing quality systems, developing quality substructure and executing quality standarts.
P13	Learning general information about accounting, accounts and processes of accounting system, transacting in asset and resource accounts, supporting front desk accounting operations, representin
P12	The concept of Economy,analyze opportunity costs and economic activities, Economic target,demand, supply and watch market equilibrium, National Income,Money,Analysis of Employment and Un
P11	Being able to recognise main bodies stated in the Constitution of Turkish Republic and analyse their relations; being able to recognise and analyse the relations of State Economic Enterprises, centr
P08	Observing laws basic concepts, systems and notion of right and right types, learning personel, family, product and obligation laws, prossesses, trials and contracts, learning employee and employer
P07	Developing image and strategy in public relations and keeping personel image positive and constant, observing ethic and conduct notions and conforming ethic principles, executing protokol rules,
P05	Doing basic things on computer, working on keybord, speed writing by F keyboard, writing in different languages, writing by different computer programmes, writing speedly formal texts, , effective
P04	Managing knowlede, working about written or online literature, informing about corporation, analyzing area and having information about changes.
P03	Setting meeting agenda, preparing for agenda and joining meeting, writing meeting minutes, preparing meetings between departments
P16	Developing bussiness ideas, lading opening procedures,starting business, operating management, human resorce, producing and marketing obligations, knowing customer and developing customer :
P15	Using foreign language in , Telephone calls, writing and reading, business texting and face to face communication .
P14	Solving the rate and ratio calculations, percentage,cost, sales price , profit and loss problems, diversity and interest and discount problems .
P10	Preparing text files by computer, preparing presentation, preparing files and tables by mathematical and logical operations, developing database and executing web aperations
P06	Following document circulation, classifying and succeeding files, executing standart file plan , trakking file exchange processes,archiving and succeeding archive
P18	To have Consciousness and Knowledge on Atatürk's Principles and History of Revolution. Having a Good Turkish and Intermediate Level of English.

Assessment Methods and Criteria		
In-Term Studies	Quantity	Percentage
Mid-terms	1	%40
Quizzes	0	%0
Assignment	0	%0
Attendance	0	%0
Practice	0	%0
Project	0	%0
Final examination	1	%60
<b>Total</b>		<b>%100</b>

ECTS Allocated Based on Student Workload			
Activities	Quantity	Duration	Total Work Load
Course Duration	14	2	28
Hours for off-the-c.r.stud	14	2	28
Assignments	14	2	28
Presentation	0	0	0
Mid-terms	1	5	5
Practice	14	1	14
Laboratory	0	0	0
Project	0	0	0
Final examination	1	5	5
<b>Total Work Load</b>			<b>108</b>
<b>ECTS Credit of the Course</b>			<b>4</b>

Contribution of Learning Outcomes to Programme Outcomes																					
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	P01	P02	P03	P04	P05	P06	P07	P08	P09	P10	P11	P12	P13	P14	P15	P16	P17	P18	P19	P20	
C01	1	1	1	1	1	1	1	1	1	3	1	2	4	4	1	1	1	1	3	1	
C02	1	4	1	1	1	1	1	1	1	3	1	3	4	4	1	1	1	1	3	1	
C03	1	1	1	1	1	1	1	1	1	3	1	3	4	5	1	1	1	1	4	1	
C04	1	1	1	1	1	1	1	1	1	5	1	2	4	5	1	1	1	1	4	1	
C05	1	1	1	1	1	1	1	1	1	4	1	4	4	5	1	1	1	1	4	1	



# Tokat Gaziosmanpaşa University

Tokat Vocational School  
Office Management and Manager Assistant

D0000194 Turkish Language I					
Semester	Course Unit Code	Course Unit Title	L+P	Credit	Number of ECTS Credits
1	D0000194	Turkish Language I	2	2	2

### Mode of Delivery:

Face to Face

### Language of Instruction:

Turkish

### Level of Course Unit:

Associate

### Work Placement(s):

No

### Department / Program:

Office Management and Manager Assistant

### Type of Course Unit:

Required

### Objectives of the Course:

To make students become familiar with the correct, beautiful and efficient use of the Turkish language to make them base the written and spoken intercourse of the language on strong principals to make them gain their skills in correspondence, presentations and explanations successfully in their business life to make them become intellectual individuals who read, think, inquire and bring solutions.

### Teaching Methods and Techniques:

To improve students' love and understanding of mother tongue who are studying in various departments in accordance with the constantly progressing conditions of the age; to emphasize the connection between language and thought; to enlighten individuals who are scientifically productive, creative, able to use their mother tongue accurately and equipped with contemporary knowledge, in language and literature history.

### Prerequisites and co-requisites:

### Course Coordinator:

Associate Prof.Dr. Yunus Emre TEKİNSOY

### Name of Lecturers:

Instructor Dr. Erdal BARAN

### Assistants:

### Recommended or Required Reading

#### Resources

Prof. Dr. Muharrem ERGİN; Türk Dil Bilgisi, Bayrak Yayınları, İstanbul 1999., Prof. Dr. Tahsin BANGUOĞLU; Türkçenin Grameri, TDK Yayınları, Ankara 1967.  
Prof. Dr. Hanifi VURAL; Türk Dili, Taşhan Kitap, Tokat 2012.

### Course Category

Mathematics and Basic Sciences :	Education	: 100
Engineering :	Science	:
Engineering Design :	Health	:
Social Sciences :	Field	:

### Weekly Detailed Course Contents

Week	Topics	Study Materials	Materials
1	marks of punctuation. (point, comma, semicolon, double point, interjection)		
2	marks of punctuation. ( inverted commas, parenthesis)		
3	The rules of orthography. ( Writing of capitals and numbers and compounds )		
4	The rules of orthography. (writing of idioms, dieresis, quotation words and foreign proper nouns)		
5	The rules of orthography. ( The writing of abbreviation and some additions.)		
6	composition. ( definition, aim, being succesful in composition )		
7	The methods of composition. ( The constitution of assistant reflection and main reflection.)		
8	The methods of composition. (The constitution of paragraph, the methods of progress of reflection in paragraph)		
9	The properties of expression		
10	Failure to expression property.		
11	The forms of expression. (collecting homeworks)		
12	varieties of expression. ( oral expression)		
13	varieties of expression. ( written expression- letter, petition)		
14	varieties of expression.( written expression- story, fiction, theatre, verse)		

### Course Learning Outcomes

No	Learning Outcomes
C01	"Language" general knowledge about. This is the main title opinion on the phenomenon of language and languages??, language of the reasons for the emergence of the agreement, the issue of ho
C02	Understands the rules of writing on a topic, write activity by assimilating the basic information for it to become successful in making
C03	Language is accurate and effective to use it in the infrastructure all the richness comprehend, a rich culture and imagination with creative requirements of being to read texts comprehend, beautiful
C04	Communication with public and private institutions provide accurate and effective, short equity requests, but being able to fully express, petition writing, report preparation, the rules of the under
C05	Our language is Turkish comprehend its place among the world' s languages??, proud, rich and beautiful who are able to use the language.
C06	Will read a variety of literary genres with text information, experience, life experience and perspective on life changing moments approaching the tolerance of different opinions.
C07	Academic listening to a conversation, to ask questions, learn to make the necessary explanations, we found that intra-community behavior is how it should be.
C08	To obtain resources, reading, listening, seeing, hiking, develop their talents by making methods, intellectuals, people learn to be problem solvers.

### Program Learning Outcomes

No	Learning Outcome
P09	Using technologic machines in office, using computer and communication devices, using technologic services
P02	Analyzing basic principles of Office management, organizing the office effectively, preparing business plan, managing crise and stress, analyzing basic secretary notions, examining features of secreta
P01	To help communication with all customers, personal contact, organizational contact, analyse and evaluate personel and organizational behaviour. To be able to shape the secretarial profession with
P20	Helping office and manager assistant duties in business life-II: Obeying ethic rules, helping secretaria and manager assistant duties, using technological devices, using computer office programmes, h
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P18	To have Consciousness and Knowledge on Atatürk's Principles and History of Revolution. Having a Good Turkish and Intermediate Level of English.

Assessment Methods and Criteria		
In-Term Studies	Quantity	Percentage
Mid-terms	1	%40
Quizzes	0	%0
Assignment	0	%0
Attendance	0	%0
Practice	0	%0
Project	0	%0
Final examination	1	%60
<b>Total</b>		<b>%100</b>

ECTS Allocated Based on Student Workload			
Activities	Quantity	Duration	Total Work Load
Course Duration	14	2	28
Hours for off-the-c.r.stud	14	1	14
Assignments	0	0	0
Presentation	2	5	10
Mid-terms	1	1	1
Practice	0	0	0
Laboratory	0	0	0
Project	0	0	0
Final examination	1	1	1
<b>Total Work Load</b>			<b>54</b>
<b>ECTS Credit of the Course</b>			<b>2</b>

**Contribution of Learning Outcomes to Programme Outcomes**

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	P01	P02	P03	P04	P05	P06	P07	P08	P09	P10	P11	P12	P13	P14	P15	P16	P17	P18	P19	P20
C01	3	1	1	1	1	1	1	1	1	3	1	1	1	1	1	1	1	5	2	2
C02	3	1	1	1	4	1	1	1	1	3	1	1	1	1	4	1	1	5	5	2
C03	3	1	1	1	1	1	1	1	1	3	1	1	1	1	3	1	1	5	3	2
C04	3	1	1	1	5	3	1	1	1	3	1	1	1	1	1	1	1	5	5	2
C05	3	1	1	1	1	1	4	1	1	3	1	1	1	1	5	1	1	5	4	4
C06	3	1	1	1	1	1	1	1	1	3	1	1	1	1	2	1	1	5	4	2
C07	3	1	1	1	1	1	5	1	1	3	1	1	1	1	2	1	1	5	3	2
C08	3	1	1	1	1	1	4	1	1	3	1	1	1	1	4	1	1	5	5	2



# Tokat Gaziosmanpaşa University

Tokat Vocational School  
Office Management and Manager Assistant

BY1003 MANAGEMENT AND ORGANIZATION					
Semester	Course Unit Code	Course Unit Title	L+P	Credit	Number of ECTS Credits
1	BY1003	MANAGEMENT AND ORGANIZATION	3	3	4

**Mode of Delivery:**

Face to Face

**Language of Instruction:**

Turkish

**Level of Course Unit:**

Associate

**Work Placement(s):**

No

**Department / Program:**

Office Management and Manager Assistant

**Type of Course Unit:**

Required

**Objectives of the Course:**

To provide students with the knowledge and skills about management techniques and practices necessary at each business department.

**Teaching Methods and Techniques:**

Management Concept and Development, Historical Development of Management, Thought and Management Approaches, New Management Theories Explaining Organization and Environment Relations, Planning Function in Management, Organizing Function in Management, Executive Function in Management, Coordination Function in Management, Audit Function in Management, Leadership, Motivation in Organizations, Organizational Communication, Strategic Management, Total quality Management

**Prerequisites and co-requisites:****Course Coordinator:**

Instructor Kemal ERGÜN

**Name of Lecturers:**

Instructor Ahmet DOĞRU Instructor Kemal ERGÜN

**Assistants:****Recommended or Required Reading**

**Resources** Prof. Dr. Erol EREN; YÖNETİM ve ORGANİZASYON (Çağdaş ve Küresel Yaklaşımlar), Beta Basım ve Yayın, 13.Baskı, İstanbul, Ocak 2019.,Instructor; Kemal ERGÜN, Yönetim ve Organizasyon Ders Notu, Tokat Meslek Yüksekokulu, 2020.

**Course Category**

<b>Mathematics and Basic Sciences</b> :		<b>Education</b> :	
<b>Engineering</b> :		<b>Science</b> :	
<b>Engineering Design</b> :		<b>Health</b> :	
<b>Social Sciences</b> :	80	<b>Field</b> :	20

**Weekly Detailed Course Contents**

Week	Topics	Study Materials	Materials
1	Management Concept and Development		
2	Historical Development of Management Thought and Management Approaches		
3	New Management Theories Explaining Organization and Environment Relations		
4	Planning Function in Management		
5	Organizing Function in Management		
6	Executive Function in Management		
7	Coordination Function in Management		
8	MIDTERM		
9	Audit Function in Management		
10	Leadership		
11	Motivation in Organizations		
12	Organizational Communication		
13	Strategic Management		
14	Total quality Management		

**Course Learning Outcomes**

No	Learning Outcomes
C01	Be able to know and explain the terms of management and organization field
C02	Be able to know classical, neoclassical and modern management thinking flows
C03	Be able to apply management functions
C04	Be able to know new management techniques and to participate in practices
C05	Be able to know and explain the components of organization
C06	Be able to distinguish organization according to various bases
C07	Be able to prepare the organization chart
C08	Be able to know the new organizational models and techniques and to operate in these organizations

**Program Learning Outcomes**

No	Learning Outcome
P09	Using technologic machines in office, using computer and communication devices, using technologic services
P02	Analyzing basic principles of Office management, organizing the office effectively, preparing business plan, managing crise and stress, analyzing basic secretary notions, examining features of secretaria
P01	To help communication with all customers, personal contact, organizational contact, analyse and evaluate personnel and organizational behaviour. To be able to shape the secretarial profession with
P20	Helping office and manager assistant duties in business life-II: Obeying ethic rules, helping secretaria and manager assistant duties, using technological devices, using computer office programmes, h
P19	Helping office and manager assistant duties in business life-I: helping communications with customers, doing public relation activities, executing protocol and social rules, following rights with laws, c
P17	Executing quality systems, developing quality substructure and executing quality standarts.
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P11	Being able to recognise main bodies stated in the Constitution of Turkish Republic and analyse their relations; being able to recognise and analyse the relations of State Economic Enterprises, centr
P08	Observing laws basic concepts, systems and notion of right and right types, learning personel, family, product and obligation laws, prossesses, trials and contracts, learning employee and employer
P07	Developing image and strategy in public relations and keeping personel image positive and constant, observing ethic and conduct notions and conforming ethic principles, executing protokol rules, , effective
P05	Doing basic things on computer, working on keybord, speed writing by F keyboard, writing in different languages, writing by different computer programmes, writing speedly formal texts, , effective
P04	Managing knowledge, working about written or online literature, informing about corporation, analyzing area and having information about changes.
P03	Setting meeting agenda, preparing for agenda and joining meeting, writing meeting minutes, preparing meetings between departments
P16	Developing business ideas, lading opening procedures,starting business, operating management, human resorce, producing and marketing obligations, knowing customer and developing customer :
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P10	Preparing text files by computer, preparing presentation, preparing files and tables by mathematical and logical operations, developing database and executing web operations
P06	Following document circulation, classifying and succeeding files, executing standart file plan , trakking file exchange processes,archiving and succeeding archive
P18	To have Consciousness and Knowledge on Atatürk's Principles and History of Revolution. Having a Good Turkish and Intermediate Level of English.

Assessment Methods and Criteria		
In-Term Studies	Quantity	Percentage
Mid-terms	1	%40
Quizzes	0	%0
Assignment	0	%0
Attendance	0	%0
Practice	0	%0
Project	0	%0
Final examination	1	%60
<b>Total</b>		<b>%100</b>

ECTS Allocated Based on Student Workload			
Activities	Quantity	Duration	Total Work Load
Course Duration	14	3	42
Hours for off-the-c.r.stud	14	2	28
Assignments	14	2	28
Presentation	14	1	14
Mid-terms	1	1	1
Practice	0	0	0
Laboratory	0	0	0
Project	0	0	0
Final examination	1	1	1
<b>Total Work Load</b>			<b>114</b>
<b>ECTS Credit of the Course</b>			<b>4</b>

**Contribution of Learning Outcomes to Programme Outcomes**

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	P01	P02	P03	P04	P05	P06	P07	P08	P09	P10	P11	P12	P13	P14	P15	P16	P17	P18	P19	P20
C01	1	1	1	1	1	1	1	1	1	1	2	1	1	1	1	2	1	1	4	4
C02	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	2	1	1	2	2
C03	1	4	1	1	1	1	2	1	1	1	3	1	1	1	1	5	1	1	4	4
C04	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	3	2	1	5	5
C05	1	2	1	1	1	1	1	1	1	1	2	1	1	1	1	4	1	1	3	3
C06	1	3	1	1	1	1	1	1	1	1	1	1	1	1	1	4	2	1	2	2
C07	1	2	1	1	1	1	1	1	1	1	1	1	1	1	1	4	1	1	2	2
C08	1	1	1	1	1	1	1	1	1	1	2	1	1	1	1	5	1	1	5	5



# Tokat Gaziosmanpaşa University

Tokat Vocational School  
Office Management and Manager Assistant

D0000107 Ataturk's Principles and History of Turkish Revolution II					
Semester	Course Unit Code	Course Unit Title	L+P	Credit	Number of ECTS Credits
2	D0000107	Ataturk's Principles and History of Turkish Revolution II	2	2	2

**Mode of Delivery:**

Face to Face

**Language of Instruction:**

Turkish

**Level of Course Unit:**

Associate

**Work Placement(s):**

No

**Department / Program:**

Office Management and Manager Assistant

**Type of Course Unit:**

Required

**Objectives of the Course:**

To understand Ataturk's reforms and how basic principles of the republic came into existence in Republic of Turkey establishment period. To help Turkish youth in the way of being unified individuals as a nation and becoming effective in the contemporary world.

**Teaching Methods and Techniques:**

The last periods of the War of Independence. Treaties that causes the establishment of Republic of Turkey. Ataturk's principles which determine the features of Republic of Turkey and the revolutions which strengthen these principles

**Prerequisites and co-requisites:****Course Coordinator:**

Associate Prof.Dr. Yunus Emre TEKİNSOY

**Name of Lecturers:**

Instructor Dr. Ayşe ERYAMAN

**Assistants:****Recommended or Required Reading**

**Resources** Kemal Atatürk, Nutuk I-III, İstanbul 1993. ,Komisyon, Atatürkçü Düşünce, AAM Yayınları, Ankara 1992.,Komisyon, Türkiye Cumhuriyeti Tarihi I-II, Af Instructor; Sabri ZENGİN; Atatürk İlkeleri ve İnkılap Tarihi, Taşhan Kitap, Tokat 2016.

**Course Category**

<b>Mathematics and Basic Sciences</b> :	<b>Education</b>	: 100
<b>Engineering</b> :	<b>Science</b>	:
<b>Engineering Design</b> :	<b>Health</b>	:
<b>Social Sciences</b> :	<b>Field</b>	:

**Weekly Detailed Course Contents**

Week	Topics	Study Materials	Materials
1	Of National Struggle: Rebellions against the Parliament, The Treaty of Sevres		
2	Of National Struggle:National War Fronts: The west facade, The South facade, The east facade.		
3	Of National Struggle:Treaties which halted fighting: The Armistice of Mudanya, The Treaty of Lausanne.		
4	Establishment of the Republic of Turkey:Abolition of the sultanate, declaration of the republic, abolition of the caliphate, At		
5	The Democratization of the Republic:People's Party, Progressive Republican Party, Free Republican Party, Democratic Party		
6	Secularizing of the Republic: Secularizing of the state management. Secularizing of the constitution. Secularizing of th		
7	The Principle of Nationalism:National government, The national history (Turkish Historical Society), National language (Tur		
8	Midterm Exam		
9	The Principle of Statism:Economics Congress of Turkey, national economy, promotion of private enterprise and developme		
10	Reactions to the Reforms:The rebellion of Seyh Sait, assassination attempt on Ataturk in Izmir, The Menemen event.		
11	The Constitutions of Turkish History:1876, 1909, 1921, 1924, 1960, 1982 Constitutions and their feauters.		
12	Revolutions in the Field of Education:Tevhid-i Tedrisat Kanunu (The Law of Teaching Unification), Alphabet revolution, Hall		
13	Social Reforms:The hat and attire revolution, The abolition of dervish lodges, angles, tombs and religious orders, surname		
14	Turkish Foreign Policy:Turkey's strategic importance, Liberation War era foreign policy, Turkish foreign policy of the Atatür		
15	Turkish Foreign Policy:Turkish foreign policy after Atatürk.		

**Course Learning Outcomes****No Learning Outcomes**

C01	Determines that the establishment of agreements with Turkey and to analyze international law.
C02	That the reforms of Ataturk founded modern Turkey in order to bring the level of contemporary civilizations, the basic principles (Principles) to explain.
C03	Youth in Turkey's national, democratic, secular, social and individual values depending on the organization to be based on the principles of modern law.
C04	Youth who follow developments in the world, state and nation in the contemporary world that individuals can apply to be effective, needs to be done.

**Program Learning Outcomes****No Learning Outcome**

P09	Using technologic machines in office, using computer and communication devices, using technologic services
P02	Analyzing basic principles of Office management, organizing the office effectively, preparing business plan, managing crise and stress, analyzing basic secretary notions, examining features of secreta
P01	To help communication with all customers, personal contact, organizational contact, analyse and evaluate personel and organizational behaviour. To be able to shape the secretarial profession with
P20	Helping office and manager assistant duties in business life-II: Obeying ethic rules, helping secretaria and manager assistant duties, using technological devices, using computer office programmes, h
P19	Helping office and manager assistant duties in business life-I: helping communications with customers, doing public relation activities, executing protocol and social rules, following rights with laws, c
P17	Executing quality systems, developing quality substructure and executing quality standarts.
P13	Learning general information about accounting, accounts and processes of accounting system, transacting in assesst and resource accounts, supporting front desk accounting operations, representin
P12	The concept of Economy,analyze opportunity costs and economic activities, Economic target,demand, supply and watch market equilibrium, National Income,Money,Analysis of Employment and Un
P11	Being able to recognise main bodies stated in the Constitution of Turkish Republic and analyse their relations; being able to recognise and analyse the relations of State Economic Enterprises, centr
P08	Observing laws basic concepts, systems and notion of right and right types, learning personel, family, product and obligation laws, prossesses, trials and contracts, learning employee and employer
P07	Developing image and strategy in public relations and keeping personel image positive and constant, observing ethic and conduct notions and conforming ethic principles, executing protokol rules,
P05	Doing basic things on computer, working on keyboard, speed writing by F keyboard, writing in different languages, writing by different computer programmes, writing speedly formal texts, , effective
P04	Managing knowledge, working about written or online literature, informing about corporation, analyzing area and having information about changes.
P03	Setting meeting agenda, preparing for agenda and joining meeting, writing meeting minutes, preparing meetings between departments
P16	Developing bussiness ideas, lading opening procedures,starting business, operating management, human resorce, producing and marketing obligations, knowing customer and developing customer :
P15	Using foreign language in , Telephone calls, writing and reading, business texting and face to face communication .
P14	Solving the rate and ratio calculations, percentage,cost, sales price , profit and loss problems, diversity and interest and discount problems .
P10	Preparing text files by computer, preparing presentation, preparing files and tables by mathematical and logical operations, developing database and executing web apertations
P06	Following document circulation, classifying and succeeding files, executing standart file plan , trakking file exchange processes,archiving and succeeding archive
P18	To have Consciousness and Knowledge on Ataturk's Principles and History of Revolution. Having a Good Turkish and Intermediate Level of English.

Assessment Methods and Criteria		
In-Term Studies	Quantity	Percentage
Mid-terms	1	%40
Quizzes	0	%0
Assignment	0	%0
Attendance	0	%0
Practice	0	%0
Project	0	%0
Final examination	1	%60
<b>Total</b>		<b>%100</b>

ECTS Allocated Based on Student Workload			
Activities	Quantity	Duration	Total Work Load
Course Duration	14	2	28
Hours for off-the-c.r.stud	14	2	28
Assignments	0	0	0
Presentation	0	0	0
Mid-terms	1	1	1
Practice	0	0	0
Laboratory	0	0	0
Project	0	0	0
Final examination	1	1	1
<b>Total Work Load</b>			<b>58</b>
<b>ECTS Credit of the Course</b>			<b>2</b>

**Contribution of Learning Outcomes to Programme Outcomes**

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	P01	P02	P03	P04	P05	P06	P07	P08	P09	P10	P11	P12	P13	P14	P15	P16	P17	P18	P19	P20	
C01	1	1	1	1	1	1	1	3	1	1	1	1	1	1	1	1	1	5	3	1	
C02	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	5	1	1	
C03	1	1	1	1	1	1	1	3	1	1	1	1	1	1	1	1	1	5	3	1	
C04	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	5	1	1	



# Tokat Gaziosmanpaşa University

Tokat Vocational School  
Office Management and Manager Assistant

BY1040 INFORMATION AND RECORDS MANAGEMENT					
Semester	Course Unit Code	Course Unit Title	L+P	Credit	Number of ECTS Credits
2	BY1040	INFORMATION AND RECORDS MANAGEMENT	2	2	2

**Mode of Delivery:**

Face to Face

**Language of Instruction:**

Turkish

**Level of Course Unit:**

Associate

**Work Placement(s):**

No

**Department / Program:**

Office Management and Manager Assistant

**Type of Course Unit:**

Required

**Objectives of the Course:**

The aim is to introduce student to Office Management and Manager Assistant field. Students are expected to recognize and describe fundamental aspects of information management in general.

**Teaching Methods and Techniques:**

Concepts of information, information need, information management and record management; types and characteristics of information sources and information centers (libraries, archives and documentation centres) along with their emergence and development both in the world and in Turkey; information services; systems used to organize information; principles of information retrieval; concept of systems analysis; management of information centres; history of writing, printing and publishing; relationship between information centres and the society.

**Prerequisites and co-requisites:****Course Coordinator:**

Instructor Kemal ERGÜN

**Name of Lecturers:**

Instructor Ahmet DOĞRU

**Assistants:****Recommended or Required Reading**

**Resources** Öğr. Gör. Kemal ERGÜN, Bilgi ve Belge Yönetimi Ders Notu, (Yayınlanmamış Text, 140 ppt), Tokat, 2014.,Dr. Işıl İknur SERT, Dr. Huriye ÇOLAKLAR, Instructor; Niyazi ÇİÇEK; Kurumsal Bilgi ve Belge Yönetimi, Marmara Kültür Yayınları, 1. Basım, İstanbul 2018.

**Course Category**

<b>Mathematics and Basic Sciences :</b>	<b>Education :</b>
<b>Engineering :</b>	<b>Science :</b>
<b>Engineering Design :</b>	<b>Health :</b>
<b>Social Sciences :</b>	<b>Field : 100</b>

**Weekly Detailed Course Contents**

Week	Topics	Study Materials	Materials
1	The Concept of Knowledge and the Development of Knowledge		
2	Classification of Information		
3	Information Management		
4	Basic Principles of Information Management		
5	Information Management Models		
6	Communication in the Information Management Process		
7	Knowledge Management and Organizational Learning		
8	MIDTERM		
9	Information Management and Türkiye		
10	Information Management Technologies		
11	Document Management Systems		
12	Technologies Related to Information Transfer and Sharing		
13	The Concept of Information Society and Education		
14	Information Management in Educational Institutions		
15	Problems in Knowledge Management and the Future of Knowledge Management		

**Course Learning Outcomes****No Learning Outcomes**

C01	To be able to define and explain the concept related to the information and document management.
C02	to be able to define and explain what information center and information professionals are.
C03	To be able to define and explain the cultural responsibilities and services in terms of general aspects.

**Program Learning Outcomes****No Learning Outcome**

P09	Using technologic machines in office, using computer and communication devices, using technologic services
P02	Analyzing basic principles of Office management, organizing the office effectively, preparing business plan, managing crise and stress, analyzing basic secretary notions, examining features of secreta
P01	To help communication with all customers, personal contact, organizational contact, analyse and evaluate personel and organizational behaviour. To be able to shape the secretarial profession with
P20	Helping office and manager assistant duties in business life-II: Obeving ethic rules, helping secretaria and manager assistant duties, using technological devices, using computer office programmes, h
P19	Helping office and manager assistant duties in business life-I: helping communications with customers, doing public relation activities, executing protocol and social rules, following rights with laws, c
P17	Executing quality systems, developing quality substructure and executing quality standarts.
P13	Learning general information about accounting, accounts and processes of accounting system, transacting in assesst and resource accounts, supporting front desk accounting operations, representin
P12	The concept of Economy,analyze opportunity costs and economic activities, Economic target,demand, supply and watch market equilibrium, National Income,Money,Analysis of Employment and Un
P11	Being able to recognise main bodies stated in the Constitution of Turkish Republic and analyse their relations; being able to recognise and analyse the relations of State Economic Enterprises, centr
P08	Observing laws basic concepts, systems and notion of right and right types, learning personel, family, product and obligation laws, prossesses, trials and contracts, learning employee and employer.
P07	Developing image and strategy in public relations and keeping personel image positive and constant, observing ethic and conduct notions and conforming ethic principles, executing protokol rules, h
P05	Doing basic things on computer, working on keyboard, speed writing by F keyboard, writing in different languages, writing by different computer programmes, writing speedyly formal texts, , effective
P04	Managing knowledge, working about written or online literature, informing about corporation, analyzing area and having information about changes.
P03	Setting meeting agenda, preparing for agenda and joining meeting, writing meeting minutes, preparing meetings between departments
P16	Developing bussiness ideas, lading opening procedures,starting business, operating management, human resorce, producing and marketing obligations, knowing customer and developing customer :
P15	Using foreign language in , Telephone calls, writing and reading, business texting and face to face communication .
P14	Solving the rate and ratio calculations, percentage, cost, sales price , profit and loss problems, diversity and interest and discount problems
P10	Preparing text files by computer, preparing presentation, preparing files and tables by mathematical and logical operations, developing database and executing web aperations
P06	Following document circulation, classifying and succeeding files, executing standart file plan , trakking file exchange processes,archiving and succeeding archive
P18	To have Consciousness and Knowledge on Atatürk's Principles and History of Revolution. Having a Good Turkish and Intermediate Level of English.





# Tokat Gaziosmanpaşa University

Tokat Vocational School  
Office Management and Manager Assistant

BY1002 GENERAL ECONOMY					
Semester	Course Unit Code	Course Unit Title	L+P	Credit	Number of ECTS Credits
2	BY1002	GENERAL ECONOMY	3	3	4

**Mode of Delivery:**

Face to Face

**Language of Instruction:**

Turkish

**Level of Course Unit:**

Associate

**Work Placement(s):**

No

**Department / Program:**

Office Management and Manager Assistant

**Type of Course Unit:**

Required

**Objectives of the Course:**

With this course, it is intended to gain knowledge and improve skills about the management of economy by the students.

**Teaching Methods and Techniques:**

Economic Sciences and Basic Concepts, examining the relationship between the Economic Sciences and other sciences, identifying the concepts consistently used by everyone in daily life, Micro Economics, small decision units existing in the Business, Macro Economics, national income and national income calculation methods, monetary and properties of the currency, monetary types, functions of monetary and its role in the economy

**Prerequisites and co-requisites:****Course Coordinator:**

Instructor Kemal ERGÜN

**Name of Lecturers:**

Instructor Cihangir CENGİZ

**Assistants:****Recommended or Required Reading**

**Resources** Prof. Dr. Salih ŞİMŞEK, Doç. Dr. M. Kemal AYDIN; İktisat Bilimine Giriş, 5. Baskı, Değişim Yayınları, ISBN 9789753680356, 2015.,İ. Mete DOĞRUER; İktisat Bilimine Giriş, 7. Baskı, Nobel Yayın Dağıtım, ISBN 6051330259, Ankara 2019.

**Course Category**

<b>Mathematics and Basic Sciences :</b>		<b>Education :</b>	
<b>Engineering :</b>		<b>Science :</b>	
<b>Engineering Design :</b>		<b>Health :</b>	
<b>Social Sciences :</b>	100	<b>Field :</b>	

**Weekly Detailed Course Contents**

Week	Topics	Study Materials	Materials
1	Basic Economic Concepts: Scarcity, Choice, Benefit, Necessity, Income and Production		
2	Demand, Supply ve Market Equilibrium		
3	Flexibility		
4	Consumer Behaviour		
5	Firm Behaviour and Production Function		
6	Firm Behaviour and Production Function		
7	Firm Costs, Firm Incomes and Firm Equilibrium in Perfect Competition Market		
8	MIDTERM		
9	Imperfect Competition Markets: Monopoly, Duopoly, Oligopoly and Monopolistic Competition Markets		
10	Income Distribution and Factor Markets		
11	National Income, Calculation of National Income, Economic Growing and Cyclical Fluctuations		
12	Unemployment		
13	Unemployment		
14	Money and Banking System		
15	Inflation and Devaluation		

**Course Learning Outcomes**

No	Learning Outcomes
C01	Defines and analyse the main concepts of economics.
C02	Explains the decision process which is required to answer the economical questions such as "what should we produce?", "how should we produce?", "for whom should we produce?".
C03	Analyses the equilibrium in market.
C04	Analyses the market structure.
C05	Explains the differences between macro economics and micro economics.
C06	Analyses the problems of macro economics.

**Program Learning Outcomes**

No	Learning Outcome
P09	Using technologic machines in office, using computer and communication devices, using technologic services
P02	Analyzing basic principles of Office management, organizing the office effectively, preparing business plan, managing crise and stress, analyzing basic secretary notions, examining features of secreta
P01	To help communication with all customers, personal contact, organizational contact, analyse and evaluate personel and organizational behaviour. To be able to shape the secretarial profession with
P20	Helping office and manager assistant duties in business life-I: Obeying ethic rules, helping secretaria and manager assistant duties, using technological devices, using computer office programmes, h
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P08	Observing laws basic concepts, systems and notion of right and right types, learning personel, family, product and obligation laws, prossesses, trials and contracts, learning employee and employer
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P04	Managing knowledge, working about written or online literature, informing about corporation, analyzing area and having information about changes.
P03	Setting meeting agenda, preparing for agenda and joining meeting, writing meeting minutes, preparing meetings between departments
P16	Developing bussiness ideas, lading opening procedures,starting business, operating management, human resorce, producing and marketing obligations, knowing customer and developing customer :
P15	Using foreign language in , Telephone calls, writing and reading, business texting and face to face communication .
P14	Solving the rate and ratio calculations, percentage,cost, sales price , profit and loss problems, diversity and interest and discount problems .
P10	Preparing text files by computer, preparing presentation, preparing files and tables by mathematical and logical operations, developing database and executing web aperations
P06	Following document circulation, classifying and succeeding files, executing standart file plan , trakking file exchange processes,archiving and succeeding archive
P18	To have Consciousness and Knowledge on Atatürk's Principles and History of Revolution. Having a Good Turkish and Intermediate Level of English.





# Tokat Gaziosmanpaşa University

Tokat Vocational School  
Office Management and Manager Assistant

D0000141 ENGLISH					
Semester	Course Unit Code	Course Unit Title	L+P	Credit	Number of ECTS Credits
2	D0000141	ENGLISH	3	3	3

**Mode of Delivery:**

Face to Face

**Language of Instruction:**

Turkish

**Level of Course Unit:**

Associate

**Work Placement(s):**

No

**Department / Program:**

Office Management and Manager Assistant

**Type of Course Unit:**

Elective

**Objectives of the Course:**

As a result of this lesson, students will be able to use the basic structures to express themselves. This course aims at giving the students basics of English at a beginner level.

**Teaching Methods and Techniques:**

As a result of this course, students will be able to use the basic structures to express themselves. This course aims at giving the students basics of English at beginner level.

**Prerequisites and co-requisites:****Course Coordinator:**

Associate Prof.Dr. Yunus Emre TEKİNSOY

**Name of Lecturers:**

Instructor Hatice Tüzün PAÇCI

**Assistants:****Recommended or Required Reading**

**Resources** Oxford Practice Grammar by Norman Coe, Mark Harrison, Ken Paterson (Oxford University Press), English Grammar in Use by Raymond Murphy (Cambridge University Press), English for Life (Oxford University Press) + Student's Book + Workbook + iTools ( Digital Teaching Resources)

**Course Category**

<b>Mathematics and Basic Sciences</b> :	<b>Education</b> :	100
<b>Engineering</b> :	<b>Science</b> :	
<b>Engineering Design</b> :	<b>Health</b> :	
<b>Social Sciences</b> :	<b>Field</b> :	

**Weekly Detailed Course Contents**

Week	Topics	Study Materials	Materials
1	Talking about jobs, Present simple questions, Talking about interests		
2	Simple adjectives (big, small, old, ...), have got / has got, writing e-mails		
3	Asking for a seatparts of the bodyhave got / has got questions		
4	describing illnessesasking for thingsfree time activities		
5	Can / can't, Inviting somebody to somewhere		
6	Parts of a house, there is / there are, describing a house		
7	Ordinal numbers, asking where, places are clothes		
8	Mid Term Exam		
9	Present continuous tense, Describing clothes, Saying goodbye		
10	Transport, Present continuous questions, Prepositions: in / on		
11	Talking about future plans, Future time expressions, Places and prepositions		
12	Past simple and past time expressions, Expressing feelings		
13	Emergency services, Past simple regular verbs		
14	Expressing reason, Talking about dates		

**Course Learning Outcomes**

No	Learning Outcomes
C01	To be able to understand and use basic grammar structures in English
C02	To be able to recognize and use social expressions
C03	Understand what you hear on the target
C04	Location-direction description
C05	Counting months and days
C06	To solve daily problems

**Program Learning Outcomes**

No	Learning Outcome
P09	Using technologic machines in office, using computer and communication devices, using technologic services
P02	Analyzing basic principles of Office management, organizing the office effectively, preparing business plan, managing crisis and stress, analyzing basic secretary notions, examining features of secretarial profession
P01	To help communication with all customers, personal contact, organizational contact, analyse and evaluate personnel and organizational behaviour. To be able to shape the secretarial profession with
P20	Helping office and manager assistant duties in business life-II: Obeying ethic rules, helping secretaria and manager assistant duties, using technological devices, using computer office programmes, helping office and manager assistant duties in business life-I: helping communications with customers, doing public relation activities, executing protocol and social rules, following rights with laws, etc.
P17	Executing quality systems, developing quality substructure and executing quality standarts.
P13	Learning general information about accounting, accounts and processes of accounting system, transacting in asset and resource accounts, supporting front desk accounting operations, representing in
P12	The concept of Economy, analyze opportunity costs and economic activities, Economic target, demand, supply and watch market equilibrium, National Income, Money, Analysis of Employment and Unemployment
P11	Being able to recognise main bodies stated in the Constitution of Turkish Republic and analyse their relations; being able to recognise and analyse the relations of State Economic Enterprises, central banks, etc.
P08	Observing laws basic concepts, systems and notion of right and right types, learning personnel, family, product and obligation laws, processes, trials and contracts, learning employee and employer relations
P07	Developing image and strategy in public relations and keeping personal image positive and constant, observing ethic and conduct notions and conforming ethic principles, executing protocol rules, etc.
P05	Doing basic things on computer, working on keyboard, speed writing by F keyboard, writing in different languages, writing by different computer programmes, writing speedy formal texts, etc., effective
P04	Managing knowledae, working about written or online literature, informing about corporation, analyzing area and having information about changes.
P03	Setting meeting agenda, preparing for agenda and joining meeting, writing meeting minutes, preparing meetings between departments
P16	Developing business ideas, lading opening procedures, starting business, operating management, human resource, producing and marketing obligations, knowing customer and developing customer relations
P15	Using foreign language in in , Telephone calls, writing and reading, business texting and face to face communication .
P14	Solving the rate and ratio calculations, percentage, cost, sales price , profit and loss problems, diversity and interest and discount problems .
P10	Preparing text files by computer, preparing presentation, preparing files and tables by mathematical and logical operations, developing database and executing web operations
P06	Following document circulation, classifying and succeeding files, executing standart file plan , tracking file exchange processes, archiving and succeeding archive
P18	To have Consciousness and Knowledge on Atatürk's Principles and History of Revolution. Having a Good Turkish and Intermediate Level of English.

Assessment Methods and Criteria		
In-Term Studies	Quantity	Percentage
Mid-terms	1	%40
Quizzes	0	%0
Assignment	0	%0
Attendance	0	%0
Practice	0	%0
Project	0	%0
Final examination	1	%60
<b>Total</b>		<b>%100</b>

ECTS Allocated Based on Student Workload			
Activities	Quantity	Duration	Total Work Load
Course Duration	14	3	42
Hours for off-the-c.r.stud	14	3	42
Assignments	0	0	0
Presentation	0	0	0
Mid-terms	1	1	1
Practice	0	0	0
Laboratory	0	0	0
Project	0	0	0
Final examination	1	1	1
<b>Total Work Load</b>			<b>86</b>
<b>ECTS Credit of the Course</b>			<b>3</b>

Contribution of Learning Outcomes to Programme Outcomes																					
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	P01	P02	P03	P04	P05	P06	P07	P08	P09	P10	P11	P12	P13	P14	P15	P16	P17	P18	P19	P20	
C01	2	1	1	1	4	1	1	1	1	1	1	1	1	1	5	1	1	5	1	5	
C02	2	1	1	1	4	1	1	1	1	1	1	1	1	1	5	1	1	5	1	5	
C03	2	1	1	1	4	1	1	1	1	1	1	1	1	1	5	1	1	5	1	5	
C04	2	1	1	1	4	1	1	1	1	1	1	1	1	1	5	1	1	5	1	5	
C05	2	1	1	1	4	1	1	1	1	1	1	1	1	1	5	1	1	5	1	5	
C06	2	1	1	1	4	1	1	1	1	1	1	1	1	1	5	1	1	5	1	5	



# Tokat Gaziosmanpaşa University

Tokat Vocational School  
Office Management and Manager Assistant

BY1058 PUBLIC AND PRIVATE SECTOR STRUCTURE					
Semester	Course Unit Code	Course Unit Title	L+P	Credit	Number of ECTS Credits
2	BY1058	PUBLIC AND PRIVATE SECTOR STRUCTURE	3	3	3

**Mode of Delivery:**

Face to Face

**Language of Instruction:**

Turkish

**Level of Course Unit:**

Associate

**Work Placement(s):**

No

**Department / Program:**

Office Management and Manager Assistant

**Type of Course Unit:**

Required

**Objectives of the Course:**

To gain qualifications for the relations with the public and private sector structure.

**Teaching Methods and Techniques:**

This course includes Turkey's administrative structure and operate of the central government, local governments, trade unions, universities and NGOs,

**Prerequisites and co-requisites:****Course Coordinator:**

Instructor Kemal ERGÜN

**Name of Lecturers:**

Instructor Ahmet DOĞRU

**Assistants:****Recommended or Required Reading**

**Resources** Hüseyin YILDIRIM, Erdem BAŞCI, Ufuk Cem KOMŞU; Kamu ve Özel Kesim Yapısı, Detay Yayıncılık, ISBN 6055437787, Ankara 2012.,Kadir BAYRAKTAR, Pınar ÖZDEMİR KARACA; KAMU-ÖZEL KESİM YAPISI VE İLİŞKİLERİ, ISBN/Ref :9789750259319, Seçkin Yayınevi, Ankara, 2020.

**Course Category**

<b>Mathematics and Basic Sciences :</b>	<b>Education :</b>
<b>Engineering :</b>	<b>Science :</b>
<b>Engineering Design :</b>	<b>Health :</b>
<b>Social Sciences : 70</b>	<b>Field : 30</b>

**Weekly Detailed Course Contents**

Week	Topics	Study Materials	Materials
1	Public Sector-Private Sector: Basic Concepts and Institutions		
2	Public Sector-Private Sector: Basic Concepts and Institutions		
3	Judicial Institutions		
4	Organizational Structure of Public Administration: Central Administration and Provincial Organization		
5	Organizational Structure of Public Administration: Central Administration and Provincial Organization		
6	Decentralized Organizations		
7	Administrative Public Institutions Regulated in the Constitution		
8	MIDTERM		
9	Administrative Public Institutions Regulated in the Constitution		
10	Administrative Public Institutions Regulated in the Constitution		
11	International Organizations and Foreign Representations		
12	International Organizations and Foreign Representations		
13	Public and Private Businesses and Their Legal Structures		
14	Organizations Managed in Public-Private Partnership		

**Course Learning Outcomes**

No	Learning Outcomes
C01	Will be able to list the basic concepts and institutions related to public and private sector.
C02	Will be able to explain the features, duties and functioning of judicial institutions.
C03	Will be able to explain the organizational structure of public administration in Turkey, the duties and authorities of central and provincial organizations.
C04	Will be able to explain the concept of decentralization and local government organizations.
C05	Will be able to explain the administrative public institutions and their types.
C06	Will be able to explain international organizations, representations and fields of activity.
C07	Will be able to analyze public and private enterprises and their legal structures.
C08	Will be able to explain the organizations managed in public-private partnership and their features.

**Program Learning Outcomes**

No	Learning Outcome
P09	Using technologic machines in office, using computer and communication devices, using technologic services
P02	Analyzing basic principles of Office management, organizing the office effectively, preparing business plan, managing crise and stress, analyzing basic secretary notions, examining features of secreta
P01	To help communication with all customers, personal contact, organizational contact, analyse and evaluate personel and organizational behaviour. To be able to shape the secretarial profession with
P20	Helping office and manager assistant duties in business life-II: Obeying ethic rules, helping secretaria and manager assistant duties, using technological devices, using computer office programmes, h
P19	Helping office and manager assistant duties in business life-I: helping communications with customers, doing public relation activities, executing protocol and social rules, following rights with laws, c
P17	Executing quality systems, developing quality substructure and executing quality standarts.
P13	Learning general information about accounting, accounts and processes of accounting system, transacting in assesst and resource accounts, supporting front desk accounting operations, representin
P12	The concept of Economy,analyze opportunity costs and economic activities; Economic target,demand, supply and watch market equilibrium, National Income,Money,Analysis of Employment and Un
P11	Being able to recognise main bodies stated in the Constitution of Turkish Republic and analyse their relations; being able to recognise and analyse the relations of State Economic Enterprises, centr
P08	Observing laws basic concepts, systems and notion of right and right types, learning personel, family, product and obligation laws, prossesses, trials and contracts, learning employee and employer
P07	Developing image and strategy in public relations and keeping personel image positive and constant, observing ethic and conduct notions and conforming ethic principles, executing protokol rules,
P05	Doing basic things on computer, working on keybord, speed writing by F keyboard, writing in different languages, writing by different computer programmes, writing speedly formal texts, , effective
P04	Managing knowledge, working about written or online literature, informing about corporation, analyzing area and having information about changes.
P03	Setting meeting agenda, preparing for agenda and joining meeting, writing meeting minutes, preparing meetings between departments
P16	Developing business ideas, lading opening procedures,starting business, operating management, human resorce, producing and marketing obligations, knowing customer and developing customer :
P15	Using foreign language in , Telephone calls, writing and reading, business texting and face to face communication .
P14	Solving the rate and ratio calculations, percentage,cost, sales price , profit and loss problems, diversity and interest and discount problems .
P10	Preparing text files by computer, preparing presentation, preparing files and tables by mathematical and logical operations, developing database and executing web apertions
P06	Following document circulation, classifying and succeeding files, executing standart file plan , trakking file exchange processes,archiving and succeeding archive
P18	To have Consciousness and Knowledge on Atatürk's Principles and History of Revolution. Having a Good Turkish and Intermediate Level of English.

Assessment Methods and Criteria		
In-Term Studies	Quantity	Percentage
Mid-terms	0	%40
Quizzes	0	%0
Assignment	0	%0
Attendance	0	%0
Practice	0	%0
Project	0	%0
Final examination	1	%60
<b>Total</b>		<b>%100</b>

ECTS Allocated Based on Student Workload			
Activities	Quantity	Duration	Total Work Load
Course Duration	14	3	42
Hours for off-the-c.r.stud	14	2	28
Assignments	14	1	14
Presentation	14	1	14
Mid-terms	1	1	1
Practice	0	0	0
Laboratory	0	0	0
Project	0	0	0
Final examination	1	1	1
<b>Total Work Load</b>			<b>100</b>
<b>ECTS Credit of the Course</b>			<b>3</b>

**Contribution of Learning Outcomes to Programme Outcomes**

bbb																				
	P01	P02	P03	P04	P05	P06	P07	P08	P09	P10	P11	P12	P13	P14	P15	P16	P17	P18	P19	P20
C01	1	1	1	1	1	1	1	3	1	1	5	1	1	1	1	1	1	1	1	4
C02	1	1	1	1	1	1	1	3	1	1	5	1	1	1	1	1	1	1	1	4
C03	1	1	1	1	1	1	1	3	1	1	5	1	1	1	1	1	1	1	1	4
C04	1	1	1	1	1	1	1	3	1	1	5	1	1	1	1	1	1	1	1	4
C05	1	1	1	1	1	1	1	3	1	1	5	1	1	1	1	1	1	1	1	4
C06	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	4
C07	1	1	1	1	1	1	1	4	1	1	5	1	1	1	1	1	1	1	1	4
C08	1	1	1	1	1	1	1	1	1	1	5	1	1	1	1	3	1	1	1	4



# Tokat Gaziosmanpaşa University

Tokat Vocational School  
Office Management and Manager Assistant

BY1064		Career Planning			
Semester	Course Unit Code	Course Unit Title	L+P	Credit	Number of ECTS Credits
2	BY1064	Career Planning	1	1	2

**Mode of Delivery:**

Face to Face

**Language of Instruction:**

Turkish

**Level of Course Unit:**

Associate

**Work Placement(s):**

No

**Department / Program:**

Office Management and Manager Assistant

**Type of Course Unit:**

Required

**Objectives of the Course:**

Career Planning course enables students to recognize the business world, different sectors and the needs of these sectors; It aims to raise awareness among students about the importance of career planning in the process of preparing for the business world. The course enables students to discover their personal competencies and understand the expectations of the business world. It helps them develop their knowledge and skills in line with the requirements of the relevant sectors.

**Teaching Methods and Techniques:**

General Introduction of the Lesson and the Concept of Career National and International Exchange Programs Basic Communication Skills Sector Days (Non-Governmental Organizations) Thin Capabilities (Soft - Skills) Sector Days (Public Sector) Diction and Body Language Preparing Resume and Cover Letter Sector Days (Private Sector) Effective Interview Techniques Sector Days (Academy) Sector Days (Entrepreneurship) Lesson Assessment and Project Details

**Prerequisites and co-requisites:****Course Coordinator:**

Instructor Kemal ERGÜN

**Name of Lecturers:**

Instructor Ahmet DOĞRU

**Assistants:****Recommended or Required Reading****Resources**

Öztemel, K. (2019). Kariyer Planlama ve Geliştirme, Pegem Akademi, Ankara. ,Erdoğan, N. (2003). Kariyer Geliştirme, Nobel Akademik Yayıncılık, Ank Yaman, M. Kariyer, Özgeçmiş, İş Görüşmesi ve İş Kavramına Bakış, PEGEM Akademi, İstanbul, 2014.

**Course Category**

**Mathematics and Basic Sciences :**  
**Engineering :**  
**Engineering Design :**  
**Social Sciences :** 30

**Education :**  
**Science :**  
**Health :**  
**Field :** 70

**Weekly Detailed Course Contents**

Week	Topics	Study Materials	Materials
1	Compliance Week		
2	General Introduction of the Lesson and the Concept of Career		
3	National and International Exchange Programs		
4	Basic Communication Skills		
5	Sector Days (Non-Governmental Organizations)		
6	Thin Capabilities (Soft - Skills)		
7	Sector Days (Public Sector)		
8	Diction and Body Language		
9	Preparing Resume and Cover Letter		
10	Sector Days (Private Sector)		
11	Effective Interview Techniques		
12	Sector Days (Academy)		
13	Sector Days (Entrepreneurship)		
14	Lesson Assessment and Project Details		

**Course Learning Outcomes**

No	Learning Outcomes
C01	Defines the Concept of Career
C02	Recognizes National and International Exchange Programs
C03	Understands Basic Communication Skills
C04	Recognizes Public and Private Sector Organizations
C05	Understands the Importance of Time Management
C06	Understands Diction and Body Language
C07	Preparing Resume and Cover Letter & Understands Effective Interview Techniques
C08	Understands Lesson Evaluation and Project Details

**Program Learning Outcomes**

No	Learning Outcome
P09	Using technologic machines in office, using computer and communication devices, using technologic services
P02	Analyzing basic principles of Office management, organizing the office effectively, preparing business plan, managing crisis and stress, analyzing basic secretary notions, examining features of secretarial profession with
P01	To help communication with all customers, personal contact, organizational contact, analyse and evaluate personal and organizational behaviour. To be able to shape the secretarial profession with
P20	Helping office and manager assistant duties in business life-II: Obeying ethic rules, helping secretarial and manager assistant duties, using technological devices, using computer office programmes, h
P19	Helping office and manager assistant duties in business life-I: helping communications with customers, doing public relation activities, executing protocol and social rules, following rights with laws, c
P17	Executing quality systems, developing quality substructure and executing quality standarts.
P13	Learning general information about accounting, accounts and processes of accounting system, transacting in asset and resource accounts, supporting front desk accounting operations, representin
P12	The concept of Economy, analyze opportunity costs and economic activities, Economic target, demand, supply and watch market equilibrium, National Income, Money, Analysis of Employment and Un
P11	Being able to recognise main bodies stated in the Constitution of Turkish Republic and analyse their relations; being able to recognise and analyse the relations of State Economic Enterprises, centr
P08	Observing laws basic concepts, systems and notion of right and right types, learning personal, family, product and obligation laws, processes, trials and contracts, learning employee and employer
P07	Developing image and strategy in public relations and keeping personal image positive and constant, observing ethic and conduct notions and conforming ethic principles, executing protokol rules, h
P05	Doing basic things on computer, working on keyboard, speed writing by F keyboard, writing in different languages, writing by different computer programmes, writing speedy formal texts, , effective
P04	Managing knowledge, working about written or online literature, informing about corporation, analyzing area and having information about changes.
P03	Setting meeting agenda, preparing for agenda and joining meeting, writing meeting minutes, preparing meetings between departments
P16	Developing business ideas, lading opening procedures, starting business, operating management, human resource, producing and marketing obligations, knowing customer and developing customer :
P15	Using foreign language in , Telephone calls, writing and reading, business texting and face to face communication .
P14	Solving the rate and ratio calculations, percentage, cost, sales price , profit and loss problems, diversity and interest and discount problems .
P10	Preparing text files by computer, preparing presentation, preparing files and tables by mathematical and logical operations, developing database and executing web operations
P06	Following document circulation, classifying and succeeding files, executing standart file plan , tracking file exchange processes, archiving and succeeding archive
P18	To have Consciousness and Knowledge on Atatürk's Principles and History of Revolution. Having a Good Turkish and Intermediate Level of English.





# Tokat Gaziosmanpaşa University

Tokat Vocational School  
Office Management and Manager Assistant

BY1056 KEYBOARDING TECHNIQUES II					
Semester	Course Unit Code	Course Unit Title	L+P	Credit	Number of ECTS Credits
2	BY1056	KEYBOARDING TECHNIQUES II	4	3	5

**Mode of Delivery:**

Face to Face

**Language of Instruction:**

Turkish

**Level of Course Unit:**

Associate

**Work Placement(s):**

No

**Department / Program:**

Office Management and Manager Assistant

**Type of Course Unit:**

Required

**Objectives of the Course:**

With this course, the student will gain the habit and proficiency of writing serially with 10 fingers (F keyboard) with different applications in the computer environment.

**Teaching Methods and Techniques:**

Word processing program operations; Format text in a word processor document; Functions of keyboard keys; Number keys; writing text; Speed applications; handwriting and corrected writings; Using different computer software; Working with different software.

**Prerequisites and co-requisites:****Course Coordinator:**

Instructor Kemal ERGÜN

**Name of Lecturers:**

Instructor Kemal ERGÜN

**Assistants:****Recommended or Required Reading****Resources**

Instructor; Kemal ERGÜN, Klavye Teknikleri Ders Notu, Tokat Meslek Yüksekokulu, 20. Baskı, Tokat, 2020.

Instructor; Kemal ERGÜN, Keyboard Techniques Lecture Note, Tokat Vocational School, 23 st Edition, Tokat, 2023.

**Course Category**

**Mathematics and Basic Sciences :**  
**Engineering :**  
**Engineering Design :**  
**Social Sciences :**

**Education :**  
**Science :**  
**Health :**  
**Field : 100**

**Weekly Detailed Course Contents**

Week	Topics	Study Materials	Materials
1	Digit Keys Studies		
2	Digit Keys Studies		
3	Sample Text Studies		
4	Digit Keys Studies		
5	Fast Writing Practices		
6	Digit Keys Studies		
7	Sample Text Studies		
8	MIDTERM		
9	Finding the Wrongs		
10	Capital Letter Studies, Romanian Number System and Signs & Symbols		
11	Speed Increase Studies		
12	Flawless Writing Practices		
13	Use of Supplementary/Supporting Keys on a Computer Keyboard		
14	Easy Access to Computer Keyboard Applications		
15	Easy Access to Computer Keyboard Applications		

**Course Learning Outcomes****No Learning Outcomes**

C01 Being able to do Number Keys Studies  
C02 Being able to do fast and accurate writing exercises  
C03 To be able to do error-free and fast writing exercises  
C04 Using the Functional Features of the Computer Keyboard  
C05 Capital Letter Studies, Ability to Work on Numbers and Symbols

**Program Learning Outcomes****No Learning Outcome**

P09 Using technologic machines in office, using computer and communication devices, using technologic services  
P02 Analyzing basic principles of Office management, organizing the office effectively, preparing business plan, managing crise and stress, analyzing basic secretary notions, examining features of secreta  
P01 To help communication with all customers, personal contact, organizational contact, analyse and evaluate personel and organizational behaviour. To be able to shape the secretarial profession with  
P20 Helping office and manager assistant duties in business life-II: Obeying ethic rules, helping secretaria and manager assistant duties, using technological devices, using computer office programmes, h  
P19 Helping office and manager assistant duties in business life-I: helping communications with customers, doing public relation activities, executing protocol and social rules, following rights with laws, c  
P17 Executing quality systems, developing quality substructure and executing quality standarts.  
P13 Learning general information about accounting, accounts and processes of accounting system, transacting in asset and resource accounts, supporting front desk accounting operations, representin  
P12 The concept of Economy, analyze opportunity costs and economic activities, Economic target, demand, supply and watch market equilibrium, National Income, Money, Analysis of Employment and Un  
P11 Being able to recognise main bodies stated in the Constitution of Turkish Republic and analyse their relations; being able to recognise and analyse the relations of State Economic Enterprises, centr  
P08 Observing laws basic concepts, systems and notion of right and right types, learning personel, family, product and obligation laws, prossesses, trials and contracts, learning employee and employer.  
P07 Developing image and strategy in public relations and keeping personel image positive and constant, observing ethic and conduct notions and conforming ethic principles, executing protokol rules,  
P05 Doing basic things on computer, working on keyboard, speed writing by F keyboard, writing in different languages, writing by different computer programmes, writing speedly formal texts, , effective  
P04 Managing knowledge, working about written or online literature, informing about corporation, analyzing area and having information about changes.  
P03 Setting meeting agenda, preparing for agenda and joining meeting, writing meeting minutes, preparing meetings between departments  
P16 Developing bussiness ideas, lading opening procedures, starting business, operating management, human resorce, producing and marketing obligations, knowing customer and developing customer :  
P15 Using foreign language in , Telephone calls, writing and reading, business texting and face to face communication .  
P14 Solving the rate and ratio calculations, percentage, cost, sales price , profit and loss problems, diversity and interest and discount problems  
P10 Preparing text files by computer, preparing presentation, preparing files and tables by mathematical and logical operations, developing database and executing web operations  
P06 Following document circulation, classifying and succeeding files, executing standart file plan , trakking file exchange processes, archiving and succeeding archive  
P18 To have Consciousness and Knowledge on Atatürk's Principles and History of Revolution. Having a Good Turkish and Intermediate Level of English.





# Tokat Gaziosmanpaşa University

Tokat Vocational School  
Office Management and Manager Assistant

BY1052 ORGANIZATIONAL BEHAVIOR					
Semester	Course Unit Code	Course Unit Title	L+P	Credit	Number of ECTS Credits
2	BY1052	ORGANIZATIONAL BEHAVIOR	2	2	2

**Mode of Delivery:**

Face to Face

**Language of Instruction:**

Turkish

**Level of Course Unit:**

Associate

**Work Placement(s):**

No

**Department / Program:**

Office Management and Manager Assistant

**Type of Course Unit:**

Required

**Objectives of the Course:**

To teach the methods of examining and evaluating individual and organizational behaviors.

**Teaching Methods and Techniques:**

Introduction to Organizational Behavior and Method, Individual and Personality in the Organization Emotions, Attitudes and Job Satisfaction, Organizational Culture, Conflict in Organizations, Organizational Stress Sources and Management, Power and Politics in Organizations, Organizational Learning, Citizenship and Justice

**Prerequisites and co-requisites:****Course Coordinator:**

Instructor Kemal ERGÜN

**Name of Lecturers:**

Instructor Ahmet DOĞRU

**Assistants:****Recommended or Required Reading****Resources**

Ydr.Doç.Dr. Aydın YILMAZER, Öğr.Gör.Cemal EROĞLU; Meslek Yüksekokulları İçin Davranış Bilimleri ve Örgütsel Davranış, Üçüncü Baskı, Detay Yayıncı Prof. Dr. Ayşe Çiğdem KIREL ve Diğerleri; Örgütsel Davranış, Anadolu Üniversitesi Yayınları, ISBN 9789750614835, Eskişehir 2013.

**Course Category**

**Mathematics and Basic Sciences :**  
**Engineering :**  
**Engineering Design :**  
**Social Sciences :** 100

**Education :**  
**Science :**  
**Health :**  
**Field :**

**Weekly Detailed Course Contents**

Week	Topics	Study Materials	Materials
1	Introduction to Organizational Behavior and Method		
2	Introduction to Organizational Behavior and Method		
3	An individual and Personality in Organization		
4	Emotions, Attitudes and Job Satisfaction		
5	Organization culture		
6	Organization culture		
7	Conflict in Organizations		
8	MIDTERM		
9	Conflict in Organizations		
10	Organizational Stress Sources and Management		
11	Organizational Stress Sources and Management		
12	Organizational Stress Sources and Management		
13	Power and Politics in Organizations		
14	Power and Politics in Organizations		
15	Organizational Learning, Citizenship and Justice		

**Course Learning Outcomes****No Learning Outcomes**

C01 Explain organizational behaviours and its methodology  
C02 Explain historical development of organizational behaviour  
C03 Explain individual and personality in organization  
C04 Explain human behaviours  
C05 Define organizational culture

**Program Learning Outcomes****No Learning Outcome**

P09 Using technologic machines in office, using computer and communication devices, using technologic services  
P02 Analyzing basic principles of Office management, organizing the office effectively, preparing business plan, managing crise and stress, analyzing basic secretary notions, examining features of secreta  
P01 To help communication with all customers, personal contact, organizational contact, analyse and evaluate personel and organizational behaviour. To be able to shape the secretarial profession with  
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P12 The concept of Economy,analyze opportunity costs and economic activities, Economic target,demand, supply and watch market equilibrium, National Income,Money,Analysis of Employment and Un  
P11 Being able to recognise main bodies stated in the Constitution of Turkish Republic and analyse their relations; being able to recognise and analyse the relations of State Economic Enterprises, centr  
P08 Observing laws basic concepts, systems and notion of right and right types, learning personel, family, product and obligation laws, prossesses, trials and contracts, learning employee and employer.  
P07 Developing image and strategy in public relations and keeping personel image positive and constant, observing ethic and conduct notions and conforming ethic principles, executing protokol rules,  
P05 Doing basic things on computer, working on keyboard, speed writing by F keyboard, writing in different languages, writing by different computer programmes, writing speedly formal texts, , effective  
P04 Managing knowledge, working about written or online literature, informing about corporation, analyzing area and having information about changes.  
P03 Setting meeting agenda, preparing for agenda and joining meeting, writing meeting minutes, preparing meetings between departments  
P16 Developing bussiness ideas, lading opening procedures,starting business, operating management, human resorce, producing and marketing obligations, knowing customer and developing customer :  
P15 Using foreign language in , Telephone calls, writing and reading, business texting and face to face communication .  
P14 Solving the rate and ratio calculations, percentage,cost, sales price , profit and loss problems, diversity and interest and discount problems  
P10 Preparing text files by computer, preparing presentation, preparing files and tables by mathematical and logical operations, developing database and executing web aperations  
P06 Following document circulation, classifying and succeeding files, executing standart file plan , trakking file exchange processes,archiving and succeeding archive  
P18 To have Consciousness and Knowledge on Atatürk's Principles and History of Revolution. Having a Good Turkish and Intermediate Level of English.

Assessment Methods and Criteria		
In-Term Studies	Quantity	Percentage
Mid-terms	1	%40
Quizzes	0	%0
Assignment	0	%0
Attendance	0	%0
Practice	0	%0
Project	0	%0
Final examination	1	%60
<b>Total</b>		<b>%100</b>

ECTS Allocated Based on Student Workload			
Activities	Quantity	Duration	Total Work Load
Course Duration	14	2	28
Hours for off-the-c.r.stud	14	1	14
Assignments	14	1	14
Presentation	14	1	14
Mid-terms	1	1	1
Practice	0	0	0
Laboratory	0	0	0
Project	0	0	0
Final examination	1	1	1
<b>Total Work Load</b>			<b>72</b>
<b>ECTS Credit of the Course</b>			<b>2</b>

Contribution of Learning Outcomes to Programme Outcomes																					
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bbb																					
	P01	P02	P03	P04	P05	P06	P07	P08	P09	P10	P11	P12	P13	P14	P15	P16	P17	P18	P19	P20	
C01	5	1	1	1	1	1	1	1	1	1	1	1	1	1	1	2	1	1	3	3	
C02	4	1	1	1	1	1	1	1	1	1	1	1	1	1	1	2	1	1	1	3	
C03	4	1	1	1	1	1	1	1	1	1	1	1	1	1	1	3	1	1	3	3	
C04	5	1	1	1	1	1	1	1	1	1	1	1	1	1	1	4	1	1	4	3	
C05	4	1	1	1	1	1	1	1	1	1	1	1	1	1	1	3	1	1	3	3	

**Program Learning Outcomes**

No	Learning Outcome
P09	Using technologic machines in office, using computer and communication devices, using technologic services
P02	Analyzing basic principles of Office management, organizing the office effectively, preparing business plan, managing crise and stress, analyzing basic secretary notions, examining features of secreta
P01	To help communication with all customers, personal contact, organizational contact, analyse and evaluate personel and organizational behaviour. To be able to shape the secretarial profession with
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P08	Observing laws basic concepts, systems and notion of right and right types, learning personel, family, product and obligation laws, posseseses, trials and contracts, learning employee and employer
P07	Developing image and strategy in public relations and keeping personel image positive and constant, observing ethic and conduct notions and comforming ethic principles, executing protokol rules,
P05	Doing basic things on computer, working on keyboard, speed writing by F keyboard, writing in different languages, writing by different computer programmes, writing speedly formal texts, , effective
P04	Managing knowledge, working about written or online literature, informing about corporation, analyzing area and having information about changes.
P03	Setting meeting agenda, preparing for agenda and joining meeting, writing meeting minutes, preparing meetings between departments
P16	Developing bussiness ideas, lading opening procedures,starting business, operating management, human resorce, producing and marketing obligations, knowing customer and developing customer :
P15	Using foreign language in , Telephone calls, writing and reading, business texting and face to face communication .
P14	Solving the rate and ratio calculations, percentage, cost, sales price , profit and loss problems, diversity and interest and discount problems
P10	Preparing text files by computer, preparing presentation, preparing files and tables by mathematical and logical operations, developing database and executing web aperations
P06	Following document circulation, classifying and succeeding files, executing standart file plan , trakking file exchange processes,archieving and succeeding archive
P18	To have Consciousness and Knowledge on Atatürk's Principles and History of Revolution. Having a Good Turkish and Intermediate Level of English.

Assessment Methods and Criteria			ECTS Allocated Based on Student Workload			
In-Term Studies	Quantity	Percentage	Activities	Quantity	Duration	Total Work Load
Mid-terms	0	%0	Course Duration	0	0	0
Quizzes	0	%0	Hours for off-the-c.r.stud	0	0	0
Assignment	0	%0	Assignments	0	0	0
Attendance	0	%0	Presentation	0	0	0
Practice	0	%0	Mid-terms	0	0	0
Project	0	%0	Practice	0	0	0
Final examination	0	%0	Laboratory	0	0	0
<b>Total</b>		<b>%0</b>	Project	0	0	0
			Final examination	0	0	0
			<b>Total Work Load</b>			<b>0</b>
			<b>ECTS Credit of the Course</b>			<b>0</b>

**Contribution of Learning Outcomes to Programme Outcomes**





# Tokat Gaziosmanpaşa University

Tokat Vocational School  
Office Management and Manager Assistant

SEÇ-102 UNIVERSITY ELECTIVE COURSES (OUR VALUES)					
Semester	Course Unit Code	Course Unit Title	L+P	Credit	Number of ECTS Credits
2	SEÇ-102	UNIVERSITY ELECTIVE COURSES (OUR VALUES)	2	2	2

**Mode of Delivery:**

Face to Face

**Language of Instruction:**

Turkish

**Level of Course Unit:**

Associate

**Work Placement(s):**

No

**Department / Program:**

Office Management and Manager Assistant

**Type of Course Unit:**

Elective

**Objectives of the Course:**

To tell our students about their own value as human beings; as well as reminding them of their responsibilities towards the people they live with as a social being. In this context, raising awareness about values that have both national and universal qualities is among the objectives of the course. Thus, it is thought that students will be offered the opportunity to question and reconsider their own lives in the context of values.

**Teaching Methods and Techniques:**

Harmony Week, Sensitivity, Helpfulness, Toleration, Fondness, Integrity, Giving Importance to Family Unity, Responsibility, Fairness, Assiduity, Respect, Austerity and Patriotism.

**Prerequisites and co-requisites:****Course Coordinator:**

Instructor Kemal ERGÜN

**Name of Lecturers:**

Instructor Kemal ERGÜN

**Assistants:****Recommended or Required Reading**

**Resources** <https://www.youtube.com/watch?v=vwAFguJLTGk>, <https://www.youtube.com/watch?v=oSvQOb8q7fk&t=88s>, <https://www.youtube.com/watch?v=OKI>  
Instructor Kemal ERGÜN, Our Values Lecture Note, Tokat 2021.

**Course Category**

<b>Mathematics and Basic Sciences :</b>		<b>Education :</b>	
<b>Engineering :</b>		<b>Science :</b>	
<b>Engineering Design :</b>		<b>Health :</b>	
<b>Social Sciences : 100</b>		<b>Field :</b>	

**Weekly Detailed Course Contents**

Week	Topics	Study Materials	Materials
1	Sensitivity		
2	Helpfulness		
3	Toleration		
4	Fondness		
5	Integrity		
6	Giving Importance to Family Unity		
7	Responsibility		
8	MIDTERM		
9	Fairness		
10	Assiduity		
11	Respect		
12	Austerity		
13	Patriotism		
14	Patriotism		
15	General Evaluation		

**Course Learning Outcomes**

No	Learning Outcomes
C01	Students both understand their own worth as human beings; and remembers their responsibilities towards the people they live with as a social being.
C02	Awareness arises about values that are both national and universal.
C03	To provide students with the opportunity to question and reconsider their own lives in the context of values.

**Program Learning Outcomes**

No	Learning Outcome
P09	Using technologic machines in office, using computer and communication devices, using technologic services
P02	Analyzing basic principles of Office management, organizing the office effectively, preparing business plan, managing crisis and stress, analyzing basic secretary notions, examining features of secretarial profession with
P01	To help communication with all customers, personal contact, organizational contact, analyse and evaluate personnel and organizational behaviour. To be able to shape the secretarial profession with
P20	Helping office and manager assistant duties in business life-II: Obeying ethic rules, helping secretaria and manager assistant duties, using technological devices, using computer office programmes, helping
P19	Helping office and manager assistant duties in business life-I: helping communications with customers, doing public relation activities, executing protocol and social rules, following rights with laws, controlling
P17	Executing quality systems, developing quality substructure and executing quality standards.
P13	Learning general information about accounting, accounts and processes of accounting system, transacting in asset and resource accounts, supporting front desk accounting operations, representing
P12	The concept of Economy, analyze opportunity costs and economic activities; Economic target demand, supply and watch market equilibrium, National Income, Money, Analysis of Employment and Unemployment
P11	Being able to recognise main bodies stated in the Constitution of Turkish Republic and analyse their relations; being able to recognise and analyse the relations of State Economic Enterprises, central banks
P08	Observing laws basic concepts, systems and notion of right and right types, learning personnel, family, product and obligation laws, processes, trials and contracts, learning employee and employer relations
P07	Developing image and strategy in public relations and keeping personnel image positive and constant, observing ethic and conduct notions and conforming ethic principles, executing protocol rules, writing
P05	Doing basic things on computer, working on keyboard, speed writing by F keyboard, writing in different languages, writing by different computer programmes, writing speedy formal texts, , effective
P04	Managing knowledge, working about written or online literature, informing about corporation, analyzing area and having information about changes.
P03	Setting meeting agenda, preparing for agenda and joining meeting, writing meeting minutes, preparing meetings between departments
P16	Developing business ideas, lading opening procedures, starting business, operating management, human resource, producing and marketing obligations, knowing customer and developing customer : ,
P15	Using foreign language in , Telephone calls, writing and reading, business texting and face to face communication .
P14	Solving the rate and ratio calculations, percentage, cost, sales price , profit and loss problems, diversity and interest and discount problems .
P10	Preparing text files by computer, preparing presentation, preparing files and tables by mathematical and logical operations, developing database and executing web operations
P06	Following document circulation, classifying and succeeding files, executing standart file plan , tracking file exchange processes, archiving and succeeding archive
P18	To have Consciousness and Knowledge on Atatürk's Principles and History of Revolution. Having a Good Turkish and Intermediate Level of English.





# Tokat Gaziosmanpaşa University

Tokat Vocational School  
Office Management and Manager Assistant

BY1054 THE USAGE OF TECNOLOGY					
Semester	Course Unit Code	Course Unit Title	L+P	Credit	Number of ECTS Credits
2	BY1054	THE USAGE OF TECNOLOGY	2	2	3

**Mode of Delivery:**

Face to Face

**Language of Instruction:**

Turkish

**Level of Course Unit:**

Associate

**Work Placement(s):**

No

**Department / Program:**

Office Management and Manager Assistant

**Type of Course Unit:**

Required

**Objectives of the Course:**

Students will gain competencies in technological devices user.

**Teaching Methods and Techniques:**

Lesson covers Selection of tools and equipment used in offices, purchase, placement and maintenance-repair

**Prerequisites and co-requisites:****Course Coordinator:**

Instructor Kemal ERGÜN

**Name of Lecturers:**

Instructor Ahmet DOĞRU

**Assistants:****Recommended or Required Reading**

**Resources** Doç. Dr. İ. Cemil ULUKAN ve Diğerleri; Büro Teknolojileri, 1. Baskı, T.C. Anadolu Üniversitesi Yayın No: 2679, Açık Öğretim Fakültesi Yayın No: 1645, I Halil İbrahim BÜLBÜL, Ramazan GÜRBÜZ; Bürolarda Teknoloji Kullanımı, 3. Baskı, Ankara, Ocak 2017.

**Course Category**

<b>Mathematics and Basic Sciences</b> :	<b>Education</b> :
<b>Engineering</b> :	<b>Science</b> :
<b>Engineering Design</b> :	<b>Health</b> :
<b>Social Sciences</b> :	<b>Field</b> : 100

**Weekly Detailed Course Contents**

Week	Topics	Study Materials	Materials
1	Technology, Functions and Changing Business Life		
2	Today's Offices and Technology		
3	Office Automation		
4	Machines Used in Offices		
5	Meeting and Presentation Systems		
6	Telephone and Telephone Systems and Mobile Communications		
7	Computer, Computer Software and Hardware Technologies		
8	MIDTERM		
9	Computer, Computer Software and Hardware Technologies		
10	Computer Networks, Internet and Intranet		
11	Computer Networks, Internet and Intranet		
12	Access to Information Resources and E-Learning		
13	Office Equipment and Online Technologies		
14	Accessible Offices and Ergonomics		
15	Selection, Purchase and Effective Use of Office Equipment		

**Course Learning Outcomes**

No	Learning Outcomes
C01	To use technological tools in the office
C02	To use Computer and communication technology
C03	Learn to take advantage of technological services

**Program Learning Outcomes**

No	Learning Outcome
P09	Using technologic machines in office, using computer and communication devices, using technologic services
P02	Analyzing basic principles of Office management, organizing the office effectively, preparing business plan, managing crisis and stress, analyzing basic secretary notions, examining features of secretarial profession with
P01	To help communication with all customers, personal contact, organizational contact, analyze and evaluate personnel and organizational behaviour. To be able to shape the secretarial profession with
P20	Helping office and manager assistant duties in business life-II: Obeying ethic rules, helping secretaria and manager assistant duties, using technological devices, using computer office programmes, h
P19	Helping office and manager assistant duties in business life-I: helping communications with customers, doing public relation activities, executing protocol and social rules, following rights with laws, c
P17	Executing quality systems, developing quality substructure and executing quality standarts.
P13	Learning general information about accounting, accounts and processes of accounting system, transacting in asset and resource accounts, supporting front desk accounting operations, representin
P12	The concept of Economy, analyze opportunity costs and economic activities, Economic target, demand, supply and watch market equilibrium, National Income, Money, Analysis of Employment and Un
P11	Being able to recognise main bodies stated in the Constitution of Turkish Republic and analyse their relations; being able to recognise and analyse the relations of State Economic Enterprises, centr
P08	Observing laws basic concepts, systems and notion of right and right types, learning personnel, family, product and obligation laws, possesses, trials and contracts, learning employee and employer
P07	Developing image and strategy in public relations and keeping personnel image positive and constant, observing ethic and conduct notions and conforming ethic principles, executing protokol rules,
P05	Doing basic things on computer, working on keyboard, speed writing by F keyboard, writing in different languages, writing by different computer programmes, writing speedily formal texts, , effectiv
P04	Managing knowledoe, working about written or online literature, informing about corporation, analyzing area and having information about changes.
P03	Setting meeting agenda, preparing for agenda and joining meeting, writing meeting minutes, preparing meetings between departments
P16	Developing business ideas, lading opening procedures, starting business, operating management, human resource, producing and marketing obligations, knowing customer and developing customer :
P15	Using foreign language in . Telephone calls, writing and reading, business texting and face to face communication .
P14	Solving the rate and ratio calculations, percentage, cost, sales price , profit and loss problems, diversity and interest and discount problems .
P10	Preparing text files by computer, preparing presentation, preparing files and tables by mathematical and logical operations, developing database and executing web operations
P06	Following document circulation, classifying and succeeding files, executing standart file plan , trakking file exchange processes, archiving and succeeding archive
P18	To have Consciousness and Knowledge on Atatürk's Principles and History of Revolution. Having a Good Turkish and Intermediate Level of English.

Assessment Methods and Criteria		
In-Term Studies	Quantity	Percentage
Mid-terms	1	%40
Quizzes	0	%0
Assignment	0	%0
Attendance	0	%0
Practice	0	%0
Project	0	%0
Final examination	1	%60
<b>Total</b>		<b>%100</b>

ECTS Allocated Based on Student Workload			
Activities	Quantity	Duration	Total Work Load
Course Duration	14	2	28
Hours for off-the-c.r.stud	14	2	28
Assignments	0	0	0
Presentation	0	0	0
Mid-terms	1	1	1
Practice	14	1	14
Laboratory	14	1	14
Project	0	0	0
Final examination	1	1	1
<b>Total Work Load</b>			<b>86</b>
<b>ECTS Credit of the Course</b>			<b>3</b>

Contribution of Learning Outcomes to Programme Outcomes																					
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bbb																					
	P01	P02	P03	P04	P05	P06	P07	P08	P09	P10	P11	P12	P13	P14	P15	P16	P17	P18	P19	P20	
C01	3	4	1	3	1	1	1	1	5	3	1	1	3	1	2	1	1	1	3	5	
C02	4	4	1	3	3	1	1	1	4	4	1	1	3	1	2	1	1	1	4	4	
C03	3	4	1	3	1	1	1	1	4	3	1	1	3	1	2	1	1	1	3	4	



# Tokat Gaziosmanpaşa University

Tokat Vocational School  
Office Management and Manager Assistant

D0000195 Turkish Language II					
Semester	Course Unit Code	Course Unit Title	L+P	Credit	Number of ECTS Credits
2	D0000195	Turkish Language II	2	2	2

**Mode of Delivery:**

Face to Face

**Language of Instruction:**

Turkish

**Level of Course Unit:**

Associate

**Work Placement(s):**

No

**Department / Program:**

Office Management and Manager Assistant

**Type of Course Unit:**

Required

**Objectives of the Course:**

To make students become familiar with the correct, beautiful and efficient use of the Turkish language to make them base the written and spoken intercourse of the language on strong principals to make them gain their skills in correspondence, presentations and explanations successfully in their business life to make them become intellectual individuals who read, think, inquire and bring solutions.

**Teaching Methods and Techniques:**

According to their subjects, reading, listening, writing, presentation, discussion, sampling, question and answer techniques will be used.

**Prerequisites and co-requisites:****Course Coordinator:**

Associate Prof. Dr. Yunus Emre TEKİNSOY

**Name of Lecturers:**

Instructor Dr. Erdal BARAN

**Assistants:****Recommended or Required Reading**

**Resources** Prof. Dr. Muharrem ERGIN; Türk Dil Bilgisi, Bayrak Yayınları, İstanbul 1999., Prof. Dr. Mustafa ÖZKAN vd.; Yükseköğretimde Türk Dili Yazılı ve Sözlü Anı Prof. Dr. Hanifi VURAL; Türk Dili, Taşhan Kitap, Tokat 2012.

**Course Category**

<b>Mathematics and Basic Sciences :</b>	<b>Education</b>	<b>:</b>	100
<b>Engineering :</b>	<b>Science</b>	<b>:</b>	
<b>Engineering Design :</b>	<b>Health</b>	<b>:</b>	
<b>Social Sciences :</b>	<b>Field</b>	<b>:</b>	

**Weekly Detailed Course Contents**

Week	Topics	Study Materials	Materials
1	marks of punctuation. (point, comma, semicolon, double point, interjection)		
2	marks of punctuation. ( inverted commas, paranthesis)		
3	The rules of orthography. ( Writing of capitals and numbers and compounds )		
4	The rules of orthography. ( writing of idioms, dieresis, quotation words and foreign proper nouns)		
5	The rules of orthography. ( The writing of abbreviation and some additions.)		
6	composition. ( definition, aim, being succesful in composition )		
7	The methods of composition. ( The constitutetion of assistant reflection and main reflection.)		
8	MIDTERM		
9	The methods of composition. (The constitutetion of paragraph, the methods of progress of reflection in paragraph)		
10	The properties of expression		
11	Failure to expression properly.		
12	The forms of expression. (collecting homeworks)		
13	varieties of expression. ( oral expression)		
14	varieties of expression. ( written expression- letter, petition)		
15	varieties of expression.( written expression- story, fiction, theatre, verse)		

**Course Learning Outcomes**

No	Learning Outcomes
C01	Understands the rules of writing on a topic, improves writing skills.
C02	Oral presentation and communication skills are gained.
C03	Written and oral expression and to communicate accurate and effective use of language is to understand, short equity requests, but being able to fully express, petition writing, report preparation
C04	Understand that our language is Turkish its place among the world 's languages??.
C05	Using the word in sentences comprehend the wrongs done in establishing the rules of spelling, punctuation, gains the ability to use correct and appropriate.
C06	Apart from textbooks, information texts to be read from a variety of genres, manners, life changing experience and perspective on life, the habit of seeing nice gains different opinions.
C07	Academic listening to a conversation, to ask questions, learn to make the necessary explanations, so how it should be understood that behavior within society and apply.

**Program Learning Outcomes**

No	Learning Outcome
P09	Using technologic machines in office, using computer and communication devices, using technologic services
P02	Analyzing basic principles of Office management, organizing the office effectively, preparing business plan, managing crise and stress, analyzing basic secretary notions, examining features of secreta
P01	To help communication with all customers, personal contact, organizational contact, analyse and evaluate personel and organizational behaviour. To be able to shape the secretarial profession with
P20	Helping office and manager assistant duties in business life-II: Obeying ethic rules, helping secretaria and manager assistant duties, using technological devices, using computer programmes, h
P19	Helping office and manager assistant duties in business life-I: helping communications with customers, doing public relation activities, executing protocol and social rules, following rights with laws, c
P17	Executing quality systems, developing quality substructure and executing quality standarts.
P13	Learning general information about accounting, accounts and processes of accounting system, transacting in asset and resource accounts, supporting front desk accounting operations, representin
P12	The concept of Economy,analyze opportunity costs and economic activities, Economic target,demand, supply and watch market equilibrium, National Income,Money,Analysis of Employment and Un
P11	Being able to recognise main bodies stated in the Constitution of Turkish Republic and analyse their relations; being able to recognise and analyse the relations of State Economic Enterprises, centr
P08	Observing laws basic concepts, systems and notion of right and right types, learning personel, family, product and obligation laws, posseseses, trials and contracts, learning employee and employer
P07	Developing image and strategy in public relations and keeping personel image positive and constant, observing ethic and conduct notions and conforming ethic principles, executing protokol rules,
P05	Doing basic things on computer, working on keybord, speed writing by F keyboard, writing in different languages, writing by different computer programmes, writing speedyly formal texts, , effective
P04	Managing knowledge, working about written or online literature, informing about corporation, analyzing area and having information about changes.
P03	Setting meeting agenda, preparing for agenda and joining meeting, writing meeting minutes, preparing meetings between departments
P16	Developing bussiness ideas, lading opening procedures,starting business, operating management, human resorce, producing and marketing obligations, knowing customer and developing customer :
P15	Using foreign language in , Telephone calls, writing and reading, business textng and face to face communication .
P14	Solving the rate and ratio calculations, percentage,cost, sales price , profit and loss problems, diversity and interest and discount problems
P10	Preparing text files by computer, preparing presentation, preparing files and tables by mathematical and logical operations, developing database and executing web operations
P06	Following document circulation, classifying and succeeding files, executing standart file plan , trakking file exchange processes,archiving and succeeding archive
P18	To have Consciousness and Knowledge on Atatürk's Principles and History of Revolution. Having a Good Turkish and Intermediate Level of English.

Assessment Methods and Criteria		
In-Term Studies	Quantity	Percentage
Mid-terms	1	%40
Quizzes	0	%0
Assignment	0	%0
Attendance	0	%0
Practice	0	%0
Project	0	%0
Final examination	1	%60
<b>Total</b>		<b>%100</b>

ECTS Allocated Based on Student Workload			
Activities	Quantity	Duration	Total Work Load
Course Duration	14	2	28
Hours for off-the-c.r.stud	14	2	28
Assignments	0	0	0
Presentation	0	0	0
Mid-terms	1	1	1
Practice	0	0	0
Laboratory	0	0	0
Project	0	0	0
Final examination	1	1	1
<b>Total Work Load</b>			<b>58</b>
<b>ECTS Credit of the Course</b>			<b>2</b>

**Contribution of Learning Outcomes to Programme Outcomes**

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	P01	P02	P03	P04	P05	P06	P07	P08	P09	P10	P11	P12	P13	P14	P15	P16	P17	P18	P19	P20
C01	4	1	1	1	5	1	1	1	1	1	1	1	1	1	1	1	1	5	4	1
C02	4	1	1	1	4	1	4	1	1	1	1	1	1	1	1	1	1	5	1	1
C03	4	1	1	1	4	4	1	1	1	1	1	1	1	1	2	1	1	5	4	1
C04	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	5	1	1
C05	1	1	1	1	4	1	4	1	1	1	1	1	1	1	1	1	1	5	1	1
C06	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	5	1	1
C07	4	1	3	1	1	1	5	1	1	1	1	1	1	1	1	1	1	5	1	1



# Tokat Gaziosmanpaşa University

Tokat Vocational School  
Office Management and Manager Assistant

BY2083 RESEARCH METHODS AND TECHNIQUES					
Semester	Course Unit Code	Course Unit Title	L+P	Credit	Number of ECTS Credits
3	BY2083	RESEARCH METHODS AND TECHNIQUES	3	3	3

**Mode of Delivery:**

Face to Face

**Language of Instruction:**

Turkish

**Level of Course Unit:**

Associate

**Work Placement(s):**

No

**Department / Program:**

Office Management and Manager Assistant

**Type of Course Unit:**

Elective

**Objectives of the Course:**

With this course the student, Research Methods , new technics in executive Office development practices intended to gain information about how to do.

**Teaching Methods and Techniques:**

The use of Research Methods external trade terminology and structures within the contexts of external trade

**Prerequisites and co-requisites:****Course Coordinator:**

Instructor Kemal ERGÜN

**Name of Lecturers:****Assistants:****Recommended or Required Reading**

<b>Resources</b>	Prof.Dr.Durmuş Ali ARSLAN, Sosyal Bilimlerde Araştırma Yöntem ve Teknikleri Prof.Dr.Durmuş Ali ARSLAN, Sosyal Bilimlerde Araştırma Yöntem ve Teknikleri
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**Course Category**

<b>Mathematics and Basic Sciences :</b>		<b>Education :</b>	
<b>Engineering :</b>		<b>Science :</b>	
<b>Engineering Design :</b>		<b>Health :</b>	
<b>Social Sciences :</b>	100	<b>Field :</b>	

**Weekly Detailed Course Contents**

Week	Topics	Study Materials	Materials
1	Note-taking		
2	Note-taking Text to read		
3	Text to read		
4	Writing		
5	Academic Research		
6	Academic Research		
7	Academic Research		
8	Academic Research		
9	Writing The article correction		
10	Writing The article correction		
11	Practice about Research Homework		
12	Practice about Research Homework		
13	Practice about Research Homework		
14	Practice about Research Homework		

**Course Learning Outcomes**

No	Learning Outcomes
C01	Gaining the Ability to do Research
C02	Prepare a Research Report
C03	Present Research
C04	Learn About Research Techniques
C05	Ensure the Application of Research Techniques Learned Reports
C06	Provide Reports on Related Techniques

**Program Learning Outcomes**

No	Learning Outcome
P09	Using technologic machines in office, using computer and communication devices, using technologic services
P02	Analyzing basic principles of Office management, organizing the office effectively, preparing business plan, managing crise and stress, analyzing basic secretary notions, examining features of secreta
P01	To help communication with all customers, personal contact, organizational contact, analyse and evaluate personel and organizational behaviour. To be able to shape the secretarial profession with
P20	Helping office and manager assistant duties in business life-II: Obeying ethic rules, helping secretaria and manager assistant duties, using technological devices, using computer office programmes, h
P19	Helping office and manager assistant duties in business life-I: helping communications with customers, doing public relation activities, executing protocol and social rules, following rights with laws, c
P17	Executing quality systems, developing quality substructure and executing quality standart.
P13	Learning general information about accounting, accounts and processes of accounting system, transacting in asset and resource accounts, supporting front desk accounting operations, representin
P12	The concept of Economy,analyze opportunity costs and economic activities, Economic target,demand, supply and watch market equilibrium, National Income,Money,Analysis of Employment and Un
P11	Being able to recognise main bodies stated in the Constitution of Turkish Republic and analyse their relations; being able to recognise and analyse the relations of State Economic Enterprises, centr
P08	Observing laws basic concepts, systems and notion of right and right types, learning personel, family, product and obligation laws, prossesses, trials and contracts, learning employee and employer
P07	Developing image and strategy in public relations and keeping personel image positive and constant, observing ethic and conduct notions and conforming ethic principles, executing protokol rules,
P05	Doing basic things on computer, working on keyboard, speed writing by F keyboard, writing in different languages, writing by different computer programmes, writing speedyly formal texts, , effective
P04	Managing knowledae, working about written or online literature, informing about corperation, analyzing area and having information about changes.
P03	Setting meeting agenda, preparing for agenda and joining meeting, writing meeting minutes, preparing meetings between departments
P16	Developing bussiness ideas, lading opening procedures,starting business, operating management, human resorce, producing and marketing obligations, Knowing customer and developing customer :
P15	Using foreign language in , Telephone calls, writing and reading, business texting and face to face communication .
P14	Solving the rate and ratio calculations, percentage,cost, sales price , profit and loss problems, diversity and interest and discount problems .
P10	Preparing text files by computer, preparing presentation, preparing files and tables by mathematical and logical operations, developing database and executing web apertations
P06	Following document circulation, classifying and succeeding files, executing standart file plan , trakking file exchange processes,archiving and succeeding archive
P18	To have Consciousness and Knowledge on Atatürk's Principles and History of Revolution. Having a Good Turkish and Intermediate Level of English.

Assessment Methods and Criteria		
In-Term Studies	Quantity	Percentage
Mid-terms	1	%40
Quizzes	0	%0
Assignment	7	%2
Attendance	14	%70
Practice	1	%1
Project	0	%0
Final examination	1	%60
<b>Total</b>		<b>%173</b>

ECTS Allocated Based on Student Workload			
Activities	Quantity	Duration	Total Work Load
Course Duration	14	2	28
Hours for off-the-c.r.stud	14	2	28
Assignments	7	2	14
Presentation	2	2	4
Mid-terms	1	1	1
Practice	0	0	0
Laboratory	0	0	0
Project	0	0	0
Final examination	1	1	1
<b>Total Work Load</b>			<b>76</b>
<b>ECTS Credit of the Course</b>			<b>3</b>

Contribution of Learning Outcomes to Programme Outcomes																					
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bbb																					
	P01	P02	P03	P04	P05	P06	P07	P08	P09	P10	P11	P12	P13	P14	P15	P16	P17	P18	P19	P20	
C01	1	3	1	1	1	1	1	1	1	2	1	2	1	1	1	2	4	1	3	3	
C02	1	3	1	1	1	1	1	1	1	2	1	2	1	1	1	2	4	1	3	3	
C03	1	3	1	1	1	1	1	1	1	2	1	2	1	1	1	2	4	1	3	3	
C04	1	3	1	1	1	1	1	1	1	2	1	2	1	1	1	2	4	1	3	3	
C05	1	3	1	1	1	1	1	1	1	2	1	2	3	1	1	2	4	1	3	3	
C06	1	3	1	1	1	1	1	1	1	2	1	2	4	1	1	2	4	1	3	3	



# Tokat Gaziosmanpaşa University

Tokat Vocational School  
Office Management and Manager Assistant

BY2043 OFFICE PROGRAMMES IN COMPUTERS					
Semester	Course Unit Code	Course Unit Title	L+P	Credit	Number of ECTS Credits
3	BY2043	OFFICE PROGRAMMES IN COMPUTERS	4	3	4

**Mode of Delivery:**

Face to Face

**Language of Instruction:**

Turkish

**Level of Course Unit:**

Associate

**Work Placement(s):**

No

**Department / Program:**

Office Management and Manager Assistant

**Type of Course Unit:**

Required

**Objectives of the Course:**

Explaining technology, society and human relations, understanding information technologies, improving the properties used, making unknown and unused features a part of life and to teach to use the concepts and technologies encountered in networked computers.

**Teaching Methods and Techniques:**

Basic Concepts, Computer Hardware and Debugging, Operating systems, Computer and Network Security, IT Law and Ethics, Simultaneous and Asynchronous Communication Tools, Internet Technologies and Portable Technologies, Social networks, Strategic Technologies of Information Today, Technology and Lifelong Learning, Technologies of the Future, Technology, Society and People, e-Learning and e-Government Applications

**Prerequisites and co-requisites:****Course Coordinator:**

Instructor Kemal ERGÜN

**Name of Lecturers:**

Instructor Ahmet DOĞRU

**Assistants:****Recommended or Required Reading****Resources**

Editör: Doç. Dr. Serhat Bahadır KERT; Bilişim Teknolojileri, Nobel Akademik Yayıncılık, ISBN:9786057928450, Ankara 2018., Hasan ARMUTLU ve Umut

Prof. Dr. C. Hakan AYDIN ve Diğerleri; Temel Bilgi Teknolojileri-I, 1. Baskı, T.C. Anadolu Üniversitesi Yayını No: 3190, Açık Öğretim Fakültesi Yayını No: Prof. Dr. Kürşat ÇAĞILTAY ve Diğerleri; Temel Bilgi Teknolojileri-II, 1. Baskı, T.C. Anadolu Üniversitesi Yayını No: 2987, Açık Öğretim Fakültesi Yayını N

**Course Category**

Mathematics and Basic Sciences :	Education :
Engineering :	Science :
Engineering Design :	Health :
Social Sciences :	Field : 100

**Weekly Detailed Course Contents**

Week	Topics	Study Materials	Materials
1	Compliance Week		
2	Basic Concepts, Computer Hardware and Debugging		
3	Operating systems		
4	Computer and Network Security		
5	IT Law and Ethics		
6	Simultaneous and Asynchronous Communication Tools		
7	Internet Technologies and Portable Technologies		
8	MIDTERM		
9	Social networks		
10	Strategic Technologies of Information Today		
11	Technology and Lifelong Learning		
12	Technologies of the Future		
13	Technology, Society and Human		
14	Technology, Society and Human		
15	e-Learning and e-Government Applications		

**Course Learning Outcomes**

No	Learning Outcomes
C01	Understanding Basic Concepts, Computer Hardware and Operating Systems
C02	Recognizing Computer and Network Security, IT Law and Ethics, Technology and Society Relationship
C03	Recognizing Concurrent and Timeless Communication Tools, Internet Technologies and Portable Technologies, Strategic Technologies of Information, Technology and Lifelong Learning
C04	Getting to Know Social Networks, e-Learning and e-Government Applications and Future Technologies

**Program Learning Outcomes**

No	Learning Outcome
P09	Using technologic machines in office, using computer and communication devices, using technologic services
P02	Analyzing basic principles of Office management, organizing the office effectively, preparing business plan, managing crisis and stress, analyzing basic secretary notions, examining features of secretaries
P01	To help communication with all customers, personal contact, organizational contact, analyse and evaluate personnel and organizational behaviour. To be able to shape the secretarial profession with
P20	Helping office and manager assistant duties in business life-II: Obeying ethical rules, helping secretaries and manager assistant duties, using technological devices, using computer office programmes, helping
P19	Helping office and manager assistant duties in business life-I: helping communications with customers, doing public relation activities, executing protocol and social rules, following rights with laws, controlling
P17	Executing quality systems, developing quality substructure and executing quality standards.
P13	Learning general information about accounting, accounts and processes of accounting system, transacting in asset and resource accounts, supporting front desk accounting operations, representing
P12	The concept of Economy, analyze opportunity costs and economic activities, Economic target, demand, supply and watch market equilibrium, National Income, Money, Analysis of Employment and Unemployment
P11	Being able to recognise main bodies stated in the Constitution of Turkish Republic and analyse their relations; being able to recognise and analyse the relations of State Economic Enterprises, central banks
P08	Observing laws basic concepts, systems and notion of right and right types, learning personnel, family, product and obligation laws, processes, trials and contracts, learning employee and employer
P07	Developing image and strategy in public relations and keeping personal image positive and constant, observing ethical and conduct notions and conforming ethical principles, executing protocol rules, managing
P05	Doing basic things on computer, working on keyboard, speed writing by F keyboard, writing in different languages, writing by different computer programmes, writing speedy formal texts, , effective
P04	Managing knowledge, working about written or online literature, informing about corporation, analyzing area and having information about changes.
P03	Setting meeting agenda, preparing for agenda and joining meeting, writing meeting minutes, preparing meetings between departments
P16	Developing business ideas, leading opening procedures, starting business, operating management, human resource, producing and marketing obligations, knowing customer and developing customer
P15	Using foreign language in , Telephone calls, writing and reading, business texting and face to face communication
P14	Solving the rate and ratio calculations, percentage, cost, sales price , profit and loss problems, diversity and interest and discount problems
P10	Preparing text files by computer, preparing presentation, preparing files and tables by mathematical and logical operations, developing database and executing web operations
P06	Following document circulation, classifying and succeeding files, executing standard file plan , tracking file exchange processes, archiving and succeeding archive
P18	To have Consciousness and Knowledge on Atatürk's Principles and History of Revolution. Having a Good Turkish and Intermediate Level of English.





# Tokat Gaziosmanpaşa University

Tokat Vocational School  
Office Management and Manager Assistant

BY2001 OFFICE MANAGEMENT					
Semester	Course Unit Code	Course Unit Title	L+P	Credit	Number of ECTS Credits
3	BY2001	OFFICE MANAGEMENT	3	3	3

**Mode of Delivery:**

Face to Face

**Language of Instruction:**

Turkish

**Level of Course Unit:**

Associate

**Work Placement(s):**

No

**Department / Program:**

Office Management and Manager Assistant

**Type of Course Unit:**

Required

**Objectives of the Course:**

With this course, students will gain competencies to make office management jobs.

**Teaching Methods and Techniques:**

Teaching office management and office services.

**Prerequisites and co-requisites:****Course Coordinator:**

Instructor Kemal ERGÜN

**Name of Lecturers:**

Instructor Ahmet DOĞRU Instructor Kemal ERGÜN

**Assistants:****Recommended or Required Reading**

**Resources** Nuran Öztürk Başpınar-Ünver Ünlü Bayramlı, BÜRO YÖNETİMİ, 5.Basım, NOBEL Akademik Yayıncılık, Şubat 2012 Aslı Funda Erişken, ÇAĞDAŞ YÖNETİM  
Instructor; Öğr. Gör. Kemal ERGÜN, BÜRO YÖNETİMİ Ders Notu, 2020.

**Course Category**

<b>Mathematics and Basic Sciences :</b>	<b>Education :</b>
<b>Engineering :</b>	<b>Science :</b>
<b>Engineering Design :</b>	<b>Health :</b>
<b>Social Sciences : 20</b>	<b>Field : 80</b>

**Weekly Detailed Course Contents**

Week	Topics	Study Materials	Materials
1	Management, Office Management, Manager and Leader		
2	Concepts Related to Office and Office Management		
3	Office Management and Its Historical Development		
4	Classical and Contemporary Office Types & Management		
5	Analysis of Office Work		
6	Evaluation of Office Jobs		
7	Evaluation of Office Jobs		
8	MIDTERM		
9	Organization of Offices and Office Work		
10	System Improvement Techniques in Offices		
11	Ergonomics in Offices		
12	Ergonomics in Offices		
13	Occupational Health and Safety in Offices		
14	Total Quality Management in Offices		
15	Time Management in Offices		

**Course Learning Outcomes**

No	Learning Outcomes
C01	Bureau to Analyze the Basic Concepts Involved in the Management
C02	Arranging the Office Ergonomically
C03	Analysis, Evaluation, Organization and System Improvement Activities of Office Works
C04	To be able to carry out Occupational Health and Safety, Total Quality Management and Time Management Activities in Offices

**Program Learning Outcomes**

No	Learning Outcome
P09	Using technologic machines in office, using computer and communication devices, using technologic services
P02	Analyzing basic principles of Office management, organizing the office effectively, preparing business plan, managing crisis and stress, analyzing basic secretary notions, examining features of secretarial profession with all customers, personal contact, organizational contact, analyze and evaluate personnel and organizational behaviour. To be able to shape the secretarial profession with
P01	To help communication with all customers, personal contact, organizational contact, analyze and evaluate personnel and organizational behaviour. To be able to shape the secretarial profession with
P20	Helping office and manager assistant duties in business life-II: Obeying ethic rules, helping secretarial and manager assistant duties, using technological devices, using computer office programmes, helping office and manager assistant duties in business life-I: helping communications with customers, doing public relation activities, executing protocol and social rules, following rights with laws, conducting quality systems, developing quality substructure and executing quality standards.
P19	Helping office and manager assistant duties in business life-I: helping communications with customers, doing public relation activities, executing protocol and social rules, following rights with laws, conducting quality systems, developing quality substructure and executing quality standards.
P17	Executing quality systems, developing quality substructure and executing quality standards.
P13	Learning general information about accounting, accounts and processes of accounting system, transacting in asset and resource accounts, supporting front desk accounting operations, representing
P12	The concept of Economy, analyze opportunity costs and economic activities, Economic target, demand, supply and watch market equilibrium, National Income, Money, Analysis of Employment and Un
P11	Being able to recognise main bodies stated in the Constitution of Turkish Republic and analyse their relations; being able to recognise and analyse the relations of State Economic Enterprises, central
P08	Observing laws basic concepts, systems and notion of right and right types, learning personnel, family, product and obligation laws, processes, trials and contracts, learning employee and employer
P07	Developing image and strategy in public relations and keeping personnel image positive and constant, observing ethic and conduct notions and conforming ethic principles, executing protocol rules,
P05	Doing basic things on computer, working on keyboard, speed writing by F keyboard, writing in different languages, writing by different computer programmes, writing speedy formal texts, effective
P04	Managing knowledge, working about written or online literature, informing about corporation, analyzing area and having information about changes.
P03	Setting meeting agenda, preparing for agenda and joining meeting, writing meeting minutes, preparing meetings between departments
P16	Developing business ideas, leading opening procedures, starting business, operating management, human resource, producing and marketing obligations, knowing customer and developing customer
P15	Using foreign language in , Telephone calls, writing and reading, business texting and face to face communication
P14	Solving the rate and ratio calculations, percentage, cost, sales price , profit and loss problems, diversity and interest and discount problems
P10	Preparing text files by computer, preparing presentation, preparing files and tables by mathematical and logical operations, developing database and executing web operations
P06	Following document circulation, classifying and succeeding files, executing standart file plan , tracking file exchange processes, archiving and succeeding archive
P18	To have Consciousness and Knowledge on Atatürk's Principles and History of Revolution. Having a Good Turkish and Intermediate Level of English.

Assessment Methods and Criteria		
In-Term Studies	Quantity	Percentage
Mid-terms	1	%40
Quizzes	0	%0
Assignment	0	%0
Attendance	0	%0
Practice	0	%0
Project	0	%0
Final examination	1	%60
<b>Total</b>		<b>%100</b>

ECTS Allocated Based on Student Workload			
Activities	Quantity	Duration	Total Work Load
Course Duration	14	3	42
Hours for off-the-c.r.stud	14	2	28
Assignments	14	2	28
Presentation	0	0	0
Mid-terms	1	1	1
Practice	0	0	0
Laboratory	0	0	0
Project	0	0	0
Final examination	1	1	1
<b>Total Work Load</b>			<b>100</b>
<b>ECTS Credit of the Course</b>			<b>3</b>

Contribution of Learning Outcomes to Programme Outcomes																					
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	P01	P02	P03	P04	P05	P06	P07	P08	P09	P10	P11	P12	P13	P14	P15	P16	P17	P18	P19	P20	
C01	1	5	2	1	1	1	1	1	1	1	1	1	1	1	1	1	3	1	5	4	
C02	1	5	2	1	1	1	1	1	2	1	1	1	1	1	1	1	1	1	5	4	
C03	1	5	2	1	1	1	1	1	1	2	1	1	1	1	1	1	1	1	5	4	
C04	3	4	4	1	3	1	3	1	1	1	1	1	1	1	3	1	1	1	5	4	



# Tokat Gaziosmanpaşa University

Tokat Vocational School  
Office Management and Manager Assistant

BY2055 HOSPITAL MANAGEMENT AND ORGANIZATION					
Semester	Course Unit Code	Course Unit Title	L+P	Credit	Number of ECTS Credits
3	BY2055	HOSPITAL MANAGEMENT AND ORGANIZATION	2	2	2

**Mode of Delivery:**

Face to Face

**Language of Instruction:**

Turkish

**Level of Course Unit:**

Associate

**Work Placement(s):**

No

**Department / Program:**

Office Management and Manager Assistant

**Type of Course Unit:**

Elective

**Objectives of the Course:**

Students, health care facilities management functions, organizational structure and operation of the intended learning.

**Teaching Methods and Techniques:**

Definition and system of hospitals Purposes and functions of hospitals classification of Hospitals characteristics of the hospitals resources of hospitals The organizational structure of the hospital in Turkey In some countries, hospital organizational structures Management decision-making processes in the hospital Administrative structure of the hospital Hospital diagnostic units, medical treatment units Management units, financial and technical units Patient administration features and management resources The hospital administrator's properties Hospitals, job evaluation

**Prerequisites and co-requisites:****Course Coordinator:**

Instructor Kemal ERGÜN

**Name of Lecturers:**

Instructor Ahmet DOĞRU

**Assistants:****Recommended or Required Reading**

**Resources** Prof.Dr.Ismail AĞIRBAŞ; Hastane Yönetimi ve Organizasyonu, Siyasal Kitabevi, ISBN 9786059221306, Ankara, 2016, Öğr. Gör. Kemal ERGÜN, Hastane Prof. Dr. Mehtap TATAR ve Diğherleri; Sağlık Kurumları Yönetimi I-II, 1. Baskı, T.C. Anadolu Üniversitesi Yayın No: 2631 Açık Öğretim Fakültesi Yayın No:

**Course Category**

<b>Mathematics and Basic Sciences</b> :	<b>Education</b> :
<b>Engineering</b> :	<b>Science</b> :
<b>Engineering Design</b> :	<b>Health</b> :
<b>Social Sciences</b> : 80	<b>Field</b> : 20

**Weekly Detailed Course Contents**

Week	Topics	Study Materials	Materials
1	Historical Development of Management Concept and Processes		
2	Universality of Management and Management Theories		
3	Contemporary Management Theories		
4	Definition and Scope of the Health Sector		
5	Development of Health Sector Management and Strategic Management		
6	Classification of Health Services		
7	Basic Characteristics of Health Services		
8	MIDTERM		
9	Hospital System-Purpose-Functions and Classification		
10	Planning and the Importance of Health Sector		
11	Organization and Financing of Health Care System		
12	Process for Determining Health Policies		
13	Medical and Administrative Activities Carried out in the Health Sector		
14	Health Sector and Health Regulations General Information About Patient Rights and Responsibilities		
15	General Information About Health Legislation		

**Course Learning Outcomes**

No	Learning Outcomes
C01	Definition of governance, processes and learning theories
C02	Grasp of the basic features of the health sector
C03	Stage of planning and organizing the health sector, Understanding the ethical principles that must be followed
C04	Health industry to learn the basic principles to be considered in the process of policy formulation
C05	Information on Health Legislation

**Program Learning Outcomes**

No	Learning Outcome
P09	Using technologic machines in office, using computer and communication devices, using technologic services
P02	Analyzing basic principles of Office management, organizing the office effectively, preparing business plan, managing crisis and stress, analyzing basic secretary notions, examining features of secretarial profession
P01	To help communication with all customers, personal contact, organizational contact, analyse and evaluate personnel and organizational behaviour. To be able to shape the secretarial profession with
P20	Helping office and manager assistant duties in business life-II: Obeying ethic rules, helping secretaria and manager assistant duties, using technologic devices, using computer office programmes, h
P19	Helping office and manager assistant duties in business life-I: helping communications with customers, doing public relation activities, executing protocol and social rules, following rights with laws, c
P17	Executing quality systems, developing quality substructure and executing quality standarts.
P13	Learning general information about accounting, accounts and processes of accounting system, transacting in asset and resource accounts, supporting front desk accounting operations, representin
P12	The concept of Economy,analyze opportunity costs and economic activities, Economic target,demand, supply and watch market equilibrium, National Income,Money,Analysis of Employment and Un
P11	Being able to recognise main bodies stated in the Constitution of Turkish Republic and analyse their relations; being able to recognise and analyse the relations of State Economic Enterprises, centr
P08	Observing laws basic concepts, systems and notion of right and right types, learning personnel, family, product and obligation laws, processes, trials and contracts, learning employee and employer
P07	Developing image and strategy in public relations and keeping personnel image positive and constant, observing ethic and conduct notions and conforming ethic principles, executing protokol rules,
P05	Doing basic things on computer, working on keyboard, speed writing by F keyboard, writing in different languages, writing by different computer programmes, writing speedily formal texts, , effectiv
P04	Managing knowledee, working about written or online literature, informing about corporation, analyzing area and having information about changes.
P03	Setting meeting agenda, preparing for agenda and joining meeting, writing meeting minutes, preparing meetings between departments
P16	Developing bussiness ideas, lading opening procedures,starting business, operating management, human resorce, producing and marketing obligations, knowing customer and developing customer :
P15	Using foreign language in . Telephone calls, writing and reading, business texting and face to face communication .
P14	Solving the rate and ratio calculations, percentage,cost, sales price , profit and loss problems, diversity and interest and discount problems .
P10	Preparing text files by computer, preparing presentation, preparing files and tables by mathematical and logical operations, developing database and executing web apertions
P06	Following document circulation, classifying and succeeding files, executing standart file plan , trakking file exchange processes,achieving and succeeding archive
P18	To have Consciousness and Knowledge on Atatürk's Principles and History of Revolution. Having a Good Turkish and Intermediate Level of English.





# Tokat Gaziosmanpaşa University

Tokat Vocational School  
Office Management and Manager Assistant

BY2057 LABOUR AND SOCIAL SECURITY LAW					
Semester	Course Unit Code	Course Unit Title	L+P	Credit	Number of ECTS Credits
3	BY2057	LABOUR AND SOCIAL SECURITY LAW	2	2	2

**Mode of Delivery:**

Face to Face

**Language of Instruction:**

Turkish

**Level of Course Unit:**

Associate

**Work Placement(s):**

No

**Department / Program:**

Office Management and Manager Assistant

**Type of Course Unit:**

Elective

**Objectives of the Course:**

To make students understand individual and collective labor law and the significance of social security.

**Teaching Methods and Techniques:**

Labor law, its development and sources. Labor contract, debts, discharge of labour contract. Working and leave limitations. Unions and confederations, establishment and functions of unions. Membership, activities, income and expense. Collective labor contract and its provisions. Social incomes and financing social security. Social security, Its historical development, methods and risks.

**Prerequisites and co-requisites:****Course Coordinator:**

Instructor Kemal ERGÜN

**Name of Lecturers:**

Instructor Mustafa UZER

**Assistants:****Recommended or Required Reading**

**Resources** Yrd. Doç. Dr. Hasan YÜKSEL; İş ve Sosyal Güvenlik Hukuku, ISBN: 9786053272663, Ekin Basım Yayın, Ankara, 2016., Prof. Dr. Ömer Zühtü ALTAN ve T. Av. Gürbüz ERDOĞAN; İş ve Sosyal Güvenlik Hukuku, Detay Yayıncılık, ISBN 9789758969265, Ankara 2010.

**Course Category**

<b>Mathematics and Basic Sciences :</b>	<b>Education :</b>
<b>Engineering :</b>	<b>Science :</b>
<b>Engineering Design :</b>	<b>Health :</b>
<b>Social Sciences : 100</b>	<b>Field :</b>

**Weekly Detailed Course Contents**

Week	Topics	Study Materials	Materials
1	Labor law, its development and sources.		
2	Upholding labor law.		
3	Definition of labor contract, its factors and types.		
4	Forming a labor contract and debts.		
5	Discharge of labor contract and its legal results.		
6	Working and leave periods.		
7	Union and confederation concepts.		
8	MIDTERM		
9	Establishment of unions and their functions.		
10	Union membership, activities, income and expenses, discharge of activities.		
11	Collective labor contract, its provisions, discharge of labor contract and its legal results.		
12	Incompatibility of collective labor and solutions.		
13	Social incomes and financing social security.		
14	Social security concept, its historical development and risks.		
15	Preparation for the final examination		

**Course Learning Outcomes**

No	Learning Outcomes
C01	Can define basic concepts related to labor law and labor contract.
C02	Can interpret the legal results of discharge of labor contract.
C03	Can explain working and resting periods via some examples.
C04	Can explain functions and sanctions of unions and confederations.
C05	Can define collective labor contract and its content and can interpret incompatibility of collective labor.
C06	Can have information about social security concept, methods and risks.

**Program Learning Outcomes**

No	Learning Outcome
P09	Using technologic machines in office, using computer and communication devices, using technologic services
P02	Analyzing basic principles of Office management, organizing the office effectively, preparing business plan, managing crisis and stress, analyzing basic secretary notions, examining features of secretarial profession
P01	To help communication with all customers, personal contact, organizational contact, analyse and evaluate personnel and organizational behaviour. To be able to shape the secretarial profession with
P20	Helping office and manager assistant duties in business life-I: Obeying ethic rules, helping secretaria and manager assistant duties, using technological devices, using computer office programmes, helping
P19	Helping office and manager assistant duties in business life-I: helping communications with customers, doing public relation activities, executing protocol and social rules, following rights with laws, helping
P17	Executing quality systems, developing quality substructure and executing quality standarts.
P13	Learning general information about accounting, accounts and processes of accounting system, transacting in assets and resource accounts, supporting front desk accounting operations, representing
P12	The concept of Economy, analyze opportunity costs and economic activities, Economic target, demand, supply and watch market equilibrium, National Income, Money, Analysis of Employment and Un
P11	Being able to recognise main bodies stated in the Constitution of Turkish Republic and analyse their relations; being able to recognise and analyse the relations of State Economic Enterprises, central
P08	Observing laws basic concepts, systems and notion of right and right types, learning personnel, family, product and obligation laws, processes, trials and contracts, learning employee and employer
P07	Developing image and strategy in public relations and keeping personnel image positive and constant, observing ethic and conduct notions and conforming ethic principles, executing protokol rules,
P05	Doing basic things on computer, working on keyboard, speed writing by F keyboard, writing in different languages, writing by different computer programmes, writing speedy formal texts, , effective
P04	Managing knowledge, working about written or online literature, informing about corporation, analyzing area and having information about changes.
P03	Setting meeting agenda, preparing for agenda and joining meeting, writing meeting minutes, preparing meetings between departments
P16	Developing business ideas, lading opening procedures, starting business, operating management, human resource, producing and marketing obligations, knowing customer and developing customer :
P15	Using foreign language in , Telephone calls, writing and reading, business texting and face to face communication .
P14	Solving the rate and ratio calculations, percentage, cost, sales price , profit and loss problems, diversity and interest and discount problems .
P10	Preparing text files by computer, preparing presentation, preparing files and tables by mathematical and logical operations, developing database and executing web operations
P06	Following document circulation, classifying and succeeding files, executing standart file plan , tracking file exchange processes, archiving and succeeding archive
P18	To have Consciousness and Knowledge on Atatürk's Principles and History of Revolution. Having a Good Turkish and Intermediate Level of English.

Assessment Methods and Criteria		
In-Term Studies	Quantity	Percentage
Mid-terms	1	%40
Quizzes	0	%0
Assignment	0	%0
Attendance	0	%0
Practice	0	%0
Project	0	%0
Final examination	1	%60
<b>Total</b>		<b>%100</b>

ECTS Allocated Based on Student Workload			
Activities	Quantity	Duration	Total Work Load
Course Duration	14	2	28
Hours for off-the-c.r.stud	0	0	0
Assignments	14	2	28
Presentation	0	0	0
Mid-terms	1	1	1
Practice	0	0	0
Laboratory	0	0	0
Project	0	0	0
Final examination	1	1	1
<b>Total Work Load</b>			<b>58</b>
<b>ECTS Credit of the Course</b>			<b>2</b>

Contribution of Learning Outcomes to Programme Outcomes																					
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bbb																					
	P01	P02	P03	P04	P05	P06	P07	P08	P09	P10	P11	P12	P13	P14	P15	P16	P17	P18	P19	P20	
C01	1	1	1	1	1	1	1	5	1	1	1	1	1	1	3	1	1	5	1		
C02	1	1	1	1	1	1	1	5	1	1	1	3	1	1	1	3	1	1	5	1	
C03	1	1	1	1	1	1	1	5	1	1	1	1	1	1	1	3	1	1	5	1	
C04	1	1	1	1	1	1	1	5	1	1	5	1	1	1	1	3	1	1	5	1	
C05	1	1	1	1	1	1	1	5	1	1	1	1	1	1	1	3	1	1	5	1	
C06	1	1	1	1	1	1	1	5	1	1	1	1	1	1	1	3	1	1	5	1	



# Tokat Gaziosmanpaşa University

Tokat Vocational School  
Office Management and Manager Assistant

BY2077 QUALITY MANAGEMENT SYSTEMS					
Semester	Course Unit Code	Course Unit Title	L+P	Credit	Number of ECTS Credits
3	BY2077	QUALITY MANAGEMENT SYSTEMS	3	3	3

**Mode of Delivery:**

Face to Face

**Language of Instruction:**

Turkish

**Level of Course Unit:**

Associate

**Work Placement(s):**

No

**Department / Program:**

Office Management and Manager Assistant

**Type of Course Unit:**

Elective

**Objectives of the Course:**

This course is intended to gain competencies to apply quality management systems.

**Teaching Methods and Techniques:**

The concept of quality, The concept of Quality Standards and standardization, Standards and standardization, The importance of standard manufacturing and service sector, Management quality and standards, Standards of quality and environmental management standards, Environmental standards, Quality management system models, Quality management system models of strategic management, Strategic management, Participate in the management, The process management system, Resource management system, Model of excellence

**Prerequisites and co-requisites:****Course Coordinator:**

Instructor Kemal ERGÜN

**Name of Lecturers:****Assistants:****Recommended or Required Reading**

**Resources** Prof.Dr.Mahmut Thompson (2010), Quality Assurance and Standards, Recommended Reading  
Prof.Dr.Mahmut Thompson (2010), Quality Assurance and Standards, Recommended Reading

**Course Category**

<b>Mathematics and Basic Sciences</b> :		<b>Education</b> :	
<b>Engineering</b> :		<b>Science</b> :	
<b>Engineering Design</b> :		<b>Health</b> :	
<b>Social Sciences</b> :	100	<b>Field</b> :	

**Weekly Detailed Course Contents**

Week	Topics	Study Materials	Materials
1	The Concept of Quality		
2	The Concept of Quality Standards and Standardization		
3	Standards and Standardization		
4	The Importance of Standard Manufacturing and Service Sector		
5	Management Quality and Standards		
6	Standards of Quality and Environmental Management Standards		
7	Environmental Standards		
8	Quality Management System Models		
9	Quality Management System Models of Strategic Management		
10	Strategic Management		
11	Participate in the Management		
12	The Process Management System		
13	Resource Management System		
14	Model of Excellence		

**Course Learning Outcomes**

No	Learning Outcomes
C01	Createan infrastructure for the quality management system
C02	Implement quality standards
C03	Learn vocational qualifications
C04	Application of professional standards
C05	In business, use of quality systems
C06	Learn the quality standards of products.

**Program Learning Outcomes**

No	Learning Outcome
P09	Using technologic machines in office, using computer and communication devices, using technologic services
P02	Analyzing basic principles of Office management, organizing the office effectively, preparing business plan, managing crise and stress, analyzing basic secretary notions, exemining features of secreta
P01	To help communication with all customers, personal contact, organizational contact, analyse and evaluate personel and organizational behaviour. To be able to shape the secretarial profession with
P20	Helping office and manager assistant duties in business life-II: Obeying ethic rules, helping secretaria and manager assistant duties, using technological devices, using computer office programmes, h
P19	Helping office and manager assistant duties in business life-I: helping communications with customers, doing public relation activities, executing protocol and social rules, following rights with laws, c
P17	Executing quality systems, developing quality substructure and executing quality standarts.
P13	Learning general information about accounting, accounts and processes of accounting system, transacting in assest and resource accounts, supporting front desk accounting operations, representin
P12	The concept of Economy,analyze opportunity costs and economic activities, Economic target,demand, supply and watch market equilibrium, National Income,Money,Analysis of Employment and Un
P11	Being able to recognise main bodies stated in the Constitution of Turkish Republic and analyse their relations; being able to recognise and analyse the relations of State Economic Enterprises, center
P08	Observing laws basic concepts, systems and notion of right and right types, learning personel, family, product and obligation laws, prossesses, trials and contracts, learning employee and employer
P07	Developing image and strategy in public relations and keeping personel image positive and constant, observing ethic and conduct notions and conforming ethic principles, executing protokol rules,
P05	Doing basic things on computer, working on keyboard, speed writing by F keyboard, writing in different languages, writing by different computer programmes, writing speedly formal texts, , effectiv
P04	Managing knowledee, working about written or online literature, informing about coporation, analyzing area and having information about changes.
P03	Setting meeting agenda, preparing for agenda and joining meeting, writing meeting minutes, preparing meetings between departments
P16	Developing bussiness ideas, lading opening procedures,starting business, operating management, human resorce, producing and marketing obligations, knowing customer and developing customer :
P15	Using foreign language in . Telephone calls, writing and reading, business texting and face to face communication .
P14	Solving the rate and ratio calculations, percentage,cost, sales price , profit and loss problems, diversity and interest and discount problems .
P10	Preparing text files by computer, preparing presentation, preparing files and tables by mathematical and logical operations, developing database and executing web apertions
P06	Following document circulation, classifying and succeeding files, executing standart file plan , trakking file exchange processes,archiving and succeeding archive
P18	To have Consciousness and Knowledge on Atatürk's Principles and History of Revolution. Having a Good Turkish and Intermediate Level of English.

Assessment Methods and Criteria		
In-Term Studies	Quantity	Percentage
Mid-terms	1	%40
Quizzes	0	%0
Assignment	0	%0
Attendance	14	%70
Practice	0	%0
Project	0	%0
Final examination	1	%60
<b>Total</b>		<b>%170</b>

ECTS Allocated Based on Student Workload			
Activities	Quantity	Duration	Total Work Load
Course Duration	14	2	28
Hours for off-the-c.r.stud	14	2	28
Assignments	7	2	14
Presentation	7	2	14
Mid-terms	1	1	1
Practice	0	0	0
Laboratory	0	0	0
Project	0	0	0
Final examination	1	1	1
<b>Total Work Load</b>			<b>86</b>
<b>ECTS Credit of the Course</b>			<b>3</b>

Contribution of Learning Outcomes to Programme Outcomes																					
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bbb																					
	P01	P02	P03	P04	P05	P06	P07	P08	P09	P10	P11	P12	P13	P14	P15	P16	P17	P18	P19	P20	
C01	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	5	1	1	1	
C02	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	5	1	1	1	
C03	1	4	1	1	1	1	1	1	1	1	1	1	1	1	1	1	3	1	4	4	
C04	1	4	1	1	1	1	1	1	1	1	1	1	1	1	1	1	5	1	4	4	
C05	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	4	1	1	1	
C06	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	4	1	1	1	



# Tokat Gaziosmanpaşa University

Tokat Vocational School  
Office Management and Manager Assistant

BY2051 KEYBOARDING TECHNIQUES III					
Semester	Course Unit Code	Course Unit Title	L+P	Credit	Number of ECTS Credits
3	BY2051	KEYBOARDING TECHNIQUES III	3	2	3

**Mode of Delivery:**

Face to Face

**Language of Instruction:**

Turkish

**Level of Course Unit:**

Associate

**Work Placement(s):**

No

**Department / Program:**

Office Management and Manager Assistant

**Type of Course Unit:**

Elective

**Objectives of the Course:**

Gaining capability of writing manuscript, texts and scriptures and preparing tables and charts efficiently.

**Teaching Methods and Techniques:**

Increasing correct and speedy writing ability and techniques on different kind of texts.

**Prerequisites and co-requisites:****Course Coordinator:**

Instructor Kemal ERGÜN

**Name of Lecturers:**

Instructor Kemal ERGÜN

**Assistants:****Recommended or Required Reading**

<b>Resources</b>	Öğr. Gör. Kemal ERGÜN, Klavye Teknikleri Ders Notu, Güncellenmiş 20. Baskı, Tokat, 2020. Instructor; Kemal ERGÜN, Keyboard Techniques Lecture Note, Tokat Vocational School, 21st Edition, Tokat, 2021. Instructor; Kemal ERGÜN; Professional Correspondence Lecture Note, (Improved and Updated) 18. Edition, 2021.
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**Course Category**

<b>Mathematics and Basic Sciences :</b>	<b>Education :</b>
<b>Engineering :</b>	<b>Science :</b>
<b>Engineering Design :</b>	<b>Health :</b>
<b>Social Sciences :</b>	<b>Field : 100</b>

**Weekly Detailed Course Contents**

Week	Topics	Study Materials	Materials
1	Writing manuscript		
2	Irregular Manuscripts		
3	Sample Text Studies		
4	Average Charts		
5	Writing a Business Letter		
6	Block Business Letters		
7	Average Business Letters		
8	MIDTERM		
9	Envelope Writing, Paper Folding and Sample Text Studies		
10	Business Letter Examples		
11	Business Letter Examples		
12	Speed and Clean Writing Studies		
13	Computer (Keyboard) Shortcuts		
14	Prose and Letters in Foreign Languages		
15	Prose and Letters in Foreign Languages		

**Course Learning Outcomes**

No	Learning Outcomes
C01	Gaining Manuscript Writing Skills.
C02	Gaining Business Letter Writing Skills.
C03	Acquiring Fast and Clear Writing Skills for Turkish and Foreign Language Texts.

**Program Learning Outcomes**

No	Learning Outcome
P09	Using technologic machines in office, using computer and communication devices, using technologic services
P02	Analyzing basic principles of Office management, organizing the office effectively, preparing business plan, managing crisis and stress, analyzing basic secretary notions, examining features of secretarial profession
P01	To help communication with all customers, personal contact, organizational contact, analyze and evaluate personnel and organizational behaviour. To be able to shape the secretarial profession with
P20	Helping office and manager assistant duties in business life-II: Obeying ethic rules, helping secretaria and manager assistant duties, using technological devices, using computer office programmes, helping
P19	Helping office and manager assistant duties in business life-I: helping communications with customers, doing public relation activities, executing protocol and social rules, following rights with laws, helping
P17	Executing quality systems, developing quality substructure and executing quality standards.
P13	Learning general information about accounting, accounts and processes of accounting system, transacting in asset and resource accounts, supporting front desk accounting operations, representing
P12	The concept of Economy, analyze opportunity costs and economic activities, Economic target, demand, supply and watch market equilibrium, National Income, Money, Analysis of Employment and Unemployment
P11	Being able to recognise main bodies stated in the Constitution of Turkish Republic and analyse their relations; being able to recognise and analyse the relations of State Economic Enterprises, central banks
P08	Observing laws basic concepts, systems and notion of right and right types, learning personnel, family, product and obligation laws, processes, trials and contracts, learning employee and employer relations
P07	Developing image and strategy in public relations and keeping personnel image positive and constant, observing ethic and conduct notions and conforming ethic principles, executing protocol rules, managing
P05	Doing basic things on computer, working on keyboard, speed writing by F keyboard, writing in different languages, writing by different computer programmes, writing speedily formal texts, , effective
P04	Managing knowledge, working about written or online literature, informing about corporation, analyzing area and having information about changes.
P03	Setting meeting agenda, preparing for agenda and joining meeting, writing meeting minutes, preparing meetings between departments
P16	Developing business ideas, lading opening procedures, starting business, operating management, human resource, producing and marketing obligations, knowing customer and developing customer relations
P15	Using foreign language in . Telephone calls, writing and reading, business texting and face to face communication .
P14	Solving the rate and ratio calculations, percentage, cost, sales price , profit and loss problems, diversity and interest and discount problems .
P10	Preparing text files by computer, preparing presentation, preparing files and tables by mathematical and logical operations, developing database and executing web operations
P06	Following document circulation, classifying and succeeding files, executing standart file plan , tracking file exchange processes, archiving and succeeding archive
P18	To have Consciousness and Knowledge on Atatürk's Principles and History of Revolution. Having a Good Turkish and Intermediate Level of English.

Assessment Methods and Criteria		
In-Term Studies	Quantity	Percentage
Mid-terms	1	%40
Quizzes	0	%0
Assignment	0	%0
Attendance	0	%0
Practice	0	%0
Project	0	%0
Final examination	1	%60
<b>Total</b>		<b>%100</b>

ECTS Allocated Based on Student Workload			
Activities	Quantity	Duration	Total Work Load
Course Duration	14	1	14
Hours for off-the-c.r.stud	14	2	28
Assignments	7	3	21
Presentation	0	0	0
Mid-terms	1	1	1
Practice	0	0	0
Laboratory	14	2	28
Project	0	0	0
Final examination	1	1	1
<b>Total Work Load</b>			<b>93</b>
<b>ECTS Credit of the Course</b>			<b>3</b>

Contribution of Learning Outcomes to Programme Outcomes																					
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bbb																					
	P01	P02	P03	P04	P05	P06	P07	P08	P09	P10	P11	P12	P13	P14	P15	P16	P17	P18	P19	P20	
C01	4	1	1	1	5	1	1	1	4	4	1	1	1	1	3	1	1	1	5	5	
C02	4	1	1	1	5	1	1	1	4	4	1	1	1	1	3	1	1	1	5	5	
C03	4	1	1	1	5	1	1	1	4	4	1	1	3	1	1	1	1	1	5	5	



# Tokat Gaziosmanpaşa University

Tokat Vocational School  
Office Management and Manager Assistant

BY2007 VOCATIONAL CORRESPONDENCES					
Semester	Course Unit Code	Course Unit Title	L+P	Credit	Number of ECTS Credits
3	BY2007	VOCATIONAL CORRESPONDENCES	4	4	4

**Mode of Delivery:**

Face to Face

**Language of Instruction:**

Turkish

**Level of Course Unit:**

Associate

**Work Placement(s):**

No

**Department / Program:**

Office Management and Manager Assistant

**Type of Course Unit:**

Required

**Objectives of the Course:**

Students will be taught what professional correspondences, official writings, business writings, special writings are, and writings related to management fast and efficiently.

**Teaching Methods and Techniques:**

Grammar teaching, basic information on writing business and private writings and to prepare types of sample and report writing using this information

**Prerequisites and co-requisites:****Course Coordinator:**

Instructor Kemal ERGÜN

**Name of Lecturers:**

Instructor Kemal ERGÜN

**Assistants:****Recommended or Required Reading**

**Resources** Yrd.Doç.Dr.Emel BAHAR, MESLEKİ YAZIŞMALAR, Detay Yayıncılık, Ankara 2011 ,Özner KOÇ; Mesleki Yazışmalar, Nobel Yayın Evi, 4.Basım, ,Nuray KESİ Instructor; Kemal ERGÜN; Professional Correspondence Lecture Note, (Improved and Updated) 20. Edition, 2023.

**Course Category**

<b>Mathematics and Basic Sciences :</b>	<b>Education :</b>
<b>Engineering :</b>	<b>Science :</b>
<b>Engineering Design :</b>	<b>Health :</b>
<b>Social Sciences :</b>	<b>Field : 100</b>

**Weekly Detailed Course Contents**

Week	Topics	Study Materials	Materials
1	Attribute-Related Features in Correspondence		
2	Grammar and Spelling Principles of Official/Private Correspondence		
3	Writing Steps		
4	Institutional Efficiency of Official and Business Letters		
5	The Situation of Official and Business Letters in Our Country in Terms of Communication		
6	Correspondence Management as an Element of Document Management		
7	Life Cycle of Documents and Correspondence		
8	MIDTERM		
9	Official Letters (Writings)		
10	Parts of Official Letters (Writings)		
11	Parts of Official Letters (Writings)		
12	Second Degree Parts of Official Writings		
13	Second Degree Parts of Official Writings		
14	Procedures and Other Matters in Duplication, Sending, Receiving and Returning of Document and Editing Irregular Official		
15	Formal Writing Practice Examples and Irregular Formal Writing Examples		

**Course Learning Outcomes**

No	Learning Outcomes
C01	In general terms insights of correspondence techniques
C02	Preparing of effective business writing
C03	Controlling of writing in terms of meaning and style
C04	Enlightenment about correspondence types
C05	Insights of business letters
C06	Insights of report and report writing techniques
C07	Preparing content for official writings and business writings
C08	Preparing fast and effective official writings
C09	Preparing fast and effective business writings and special writings
C10	Performing of correspondence send and receive operations

**Program Learning Outcomes**

No	Learning Outcome
P09	Using technologic machines in office, using computer and communication devices, using technologic services
P02	Analyzing basic principles of Office management, organizing the office effectively, preparing business plan, managing crisis and stress, analyzing basic secretary notions, examining features of secretarial profession
P01	To help communication with all customers, personal contact, organizational contact, analyse and evaluate personnel and organizational behaviour. To be able to shape the secretarial profession with
P20	Helping office and manager assistant duties in business life-I: Obeying ethic rules, helping secretaria and manager assistant duties, using technological devices, using computer office programmes, h
P19	Helping office and manager assistant duties in business life-I: helping communications with customers, doing public relation activities, executing protocol and social rules, following rights with laws, c
P17	Executing quality systems, developing quality substructure and executing quality standards.
P13	Learning general information about accounting, accounts and processes of accounting system, transacting in asset and resource accounts, supporting front desk accounting operations, representin
P12	The concept of Economy,analyze opportunity costs and economic activities, Economic target,demand, supply and watch market equilibrium, National Income,Money,Analysis of Employment and Un
P11	Being able to recognise main bodies stated in the Constitution of Turkish Republic and analyse their relations; being able to recognise and analyse the relations of State Economic Enterprises, centr
P08	Observing laws basic concepts, systems and notion of right and right types, learning personel, family, product and obligation laws, prossesses, trials and contracts, learning employee and employer
P07	Developing image and strategy in public relations and keeping personel image positive and constant, observing ethic and conduct notions and conforming ethic principles, executing protokol rules,
P05	Doing basic things on computer, working on keybord, speed writing by F keyboard, writing in different languages, writing by different computer programmes, writing speedly formal texts, , effective
P04	Managing knowledge, working about written or online literature, informing about corporation, analyzing area and having information about changes.
P03	Setting meeting agenda, preparing for agenda and joining meeting, writing meeting minutes, preparing meetings between departments
P16	Developing business ideas, lading opening procedures,starting business, operating management, human resorce, producing and marketing obligations, knowing customer and developing customer :
P15	Using foreign language in , Telephone calls, writing and reading, business texting and face to face communication .
P14	Solving the rate and ratio calculations, percentage,cost, sales price , profit and loss problems, diversity and interest and discount problems .
P10	Preparing text files by computer, preparing presentation, preparing files and tables by mathematical and logical operations, developing database and executing web operations
P06	Following document circulation, classifying and succeeding files, executing standart file plan , trakking file exchange processes,archiving and succeeding archive
P18	To have Consciousness and Knowledge on Atatürk's Principles and History of Revolution. Having a Good Turkish and Intermediate Level of English.

Assessment Methods and Criteria		
In-Term Studies	Quantity	Percentage
Mid-terms	1	%40
Quizzes	0	%0
Assignment	0	%0
Attendance	0	%0
Practice	0	%0
Project	0	%0
Final examination	1	%60
<b>Total</b>		<b>%100</b>

ECTS Allocated Based on Student Workload			
Activities	Quantity	Duration	Total Work Load
Course Duration	14	4	56
Hours for off-the-c.r.stud	14	3	42
Assignments	0	0	0
Presentation	0	0	0
Mid-terms	1	1	1
Practice	14	1	14
Laboratory	14	1	14
Project	0	0	0
Final examination	1	1	1
<b>Total Work Load</b>			<b>128</b>
<b>ECTS Credit of the Course</b>			<b>4</b>

**Contribution of Learning Outcomes to Programme Outcomes**

bbb																				
	P01	P02	P03	P04	P05	P06	P07	P08	P09	P10	P11	P12	P13	P14	P15	P16	P17	P18	P19	P20
C01	4	2	2	3	5	1	1	1	4	3	1	1	1	1	4	1	3	1	5	4
C02	4	2	2	3	5	1	1	1	4	3	1	1	1	1	4	1	3	3	5	4
C03	4	2	2	3	5	1	1	1	4	3	1	1	1	1	4	1	3	4	5	4
C04	4	2	2	3	5	1	1	1	4	3	1	1	1	1	4	1	3	1	5	4
C05	4	2	2	3	5	1	1	1	4	3	1	1	1	1	4	1	3	1	5	4
C06	4	2	2	3	5	1	1	1	4	3	1	1	1	1	4	1	3	1	5	4
C07	4	2	2	3	5	1	1	1	4	3	1	1	1	1	4	1	3	1	5	4
C08	4	2	2	3	5	1	1	1	4	3	1	1	1	1	4	1	3	3	5	4
C09	4	2	2	3	5	1	1	1	4	3	1	1	1	1	4	1	3	3	5	4
C10	4	2	2	3	5	1	1	1	4	3	1	1	1	1	4	1	3	1	5	4



# Tokat Gaziosmanpaşa University

Tokat Vocational School  
Office Management and Manager Assistant

BY2003 ACCOUNTING					
Semester	Course Unit Code	Course Unit Title	L+P	Credit	Number of ECTS Credits
3	BY2003	ACCOUNTING	4	4	4

**Mode of Delivery:**

Face to Face

**Language of Instruction:**

Turkish

**Level of Course Unit:**

Associate

**Work Placement(s):**

No

**Department / Program:**

Office Management and Manager Assistant

**Type of Course Unit:**

Required

**Objectives of the Course:**

With this course, the student, to perform operations related to accounting and finance aims to gain knowledge and skills to develop

**Teaching Methods and Techniques:**

Basic concepts of accounting, accepted accounting principles, balance-sheet and income statement, documents and books of accounting, basic accounts and records.

**Prerequisites and co-requisites:****Course Coordinator:**

Instructor Kemal ERGÜN

**Name of Lecturers:**

Instructor Cihangir CENGİZ

**Assistants:****Recommended or Required Reading**

**Resources** Kemalettin ÇONGAR; Genel Muhasebe, Nobel Yayınları, Ankara, 2006., Hüseyin ERGİN, Muhasebeye Giriş, Üniversite Kitap Evi, Kütahya, 1997. Instructors; Üzeyir ÖLMEZ, Sabri YILMAZ; Genel Muhasebe, Arı Ofset Matbaası, Yayın No: 1657735, Tokat, 2015.

**Course Category**

<b>Mathematics and Basic Sciences :</b>	<b>Education :</b>
<b>Engineering :</b>	<b>Science :</b>
<b>Engineering Design :</b>	<b>Health :</b>
<b>Social Sciences : 100</b>	<b>Field :</b>

**Weekly Detailed Course Contents**

Week	Topics	Study Materials	Materials
1	Concept accounting and enterprise, basic concepts and principles of accounting		
2	Basic Financial Statements		
3	Accounts and their Importance		
4	Recording Method and Recording Process in Accounting		
5	Chart of Accounts and Uniform Accounting System		
6	Cost Calculations in Uniform Accounting System		
7	Value Added Tax Calculations in the Uniform Accounting System		
8	MIDTERM		
9	Operations of Accounts in the Uniform Accounting System		
10	Operations of Accounts in the Uniform Accounting System		
11	Operations of Accounts in the Uniform Accounting System		
12	Operations of Accounts in the Uniform Accounting System		
13	Income Statement Accounts		
14	Period-End Transactions in Accounting		
15	Business and Legal Framework		

**Course Learning Outcomes**

No	Learning Outcomes
C01	Recognize fundamental conception and documentary material
C02	Express frame of reference regarding balance sheet and income statements
C03	Arrange preclosing trial balance

**Program Learning Outcomes**

No	Learning Outcome
P09	Using technologic machines in office, using computer and communication devices, using technologic services
P02	Analyzing basic principles of Office management, organizing the office effectively, preparing business plan, managing crisis and stress, analyzing basic secretary notions, examining features of secretarial profession
P01	To help communication with all customers, personal contact, organizational contact, analyze and evaluate personnel and organizational behaviour. To be able to shape the secretarial profession with
P20	Helping office and manager assistant duties in business life-II: Obeying ethic rules, helping secretaria and manager assistant duties, using technological devices, using computer office programmes, helping
P19	Helping office and manager assistant duties in business life-I: helping communications with customers, doing public relation activities, executing protocol and social rules, following rights with laws, helping
P17	Executing quality systems, developing quality substructure and executing quality standarts.
P13	Learning general information about accounting, accounts and processes of accounting system, transacting in asset and resource accounts, supporting front desk accounting operations, representing
P12	The concept of Economy, analyze opportunity costs and economic activities, Economic target, demand, supply and watch market equilibrium, National Income, Money, Analysis of Employment and Unemployment
P11	Being able to recognise main bodies stated in the Constitution of Turkish Republic and analyse their relations; being able to recognise and analyse the relations of State Economic Enterprises, central banks
P08	Observing laws basic concepts, systems and notion of right and right types, learning personnel, family, product and obligation laws, possesses, trials and contracts, learning employee and employer relations
P07	Developing image and strategy in public relations and keeping personnel image positive and constant, observing ethic and conduct notions and conforming ethic principles, executing protokol rules, managing
P05	Doing basic things on computer, working on keyboard, speed writing by F keyboard, writing in different languages, writing by different computer programmes, writing speedily formal texts, , effective
P04	Managing knowledoe, working about written or online literature, informing about corporation, analyzing area and having information about changes.
P03	Setting meeting agenda, preparing for agenda and joining meeting, writing meeting minutes, preparing meetings between departments
P16	Developing bussiness ideas, lading opening procedures, starting business, operating management, human resorce, producing and marketing obligations, knowing customer and developing customer relations
P15	Using foreign language in . Telephone calls, writing and reading, business texting and face to face communication .
P14	Solving the rate and ratio calculations, percentage, cost, sales price , profit and loss problems, diversity and interest and discount problems .
P10	Preparing text files by computer, preparing presentation, preparing files and tables by mathematical and logical operations, developing database and executing web operations
P06	Following document circulation, classifying and succeeding files, executing standart file plan , tracking file exchange processes, archiving and succeeding archive
P18	To have Consciousness and Knowledge on Atatürk's Principles and History of Revolution. Having a Good Turkish and Intermediate Level of English.

Assessment Methods and Criteria		
In-Term Studies	Quantity	Percentage
Mid-terms	1	%40
Quizzes	0	%0
Assignment	0	%0
Attendance	0	%0
Practice	0	%0
Project	0	%0
Final examination	1	%60
<b>Total</b>		<b>%100</b>

ECTS Allocated Based on Student Workload			
Activities	Quantity	Duration	Total Work Load
Course Duration	14	4	56
Hours for off-the-c.r.stud	14	4	56
Assignments	0	0	0
Presentation	0	0	0
Mid-terms	1	1	1
Practice	14	1	14
Laboratory	0	0	0
Project	0	0	0
Final examination	1	1	1
<b>Total Work Load</b>			<b>128</b>
<b>ECTS Credit of the Course</b>			<b>4</b>

Contribution of Learning Outcomes to Programme Outcomes																					
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bbb																					
	P01	P02	P03	P04	P05	P06	P07	P08	P09	P10	P11	P12	P13	P14	P15	P16	P17	P18	P19	P20	
C01	1	1	1	1	1	1	1	1	1	1	1	1	5	1	1	1	1	1	1	5	
C02	1	1	1	1	1	1	1	1	1	1	1	1	5	1	1	1	1	1	1	5	
C03	1	1	1	1	1	1	1	1	1	1	1	1	5	1	1	1	1	1	1	5	



# Tokat Gaziosmanpaşa University

Tokat Vocational School  
Office Management and Manager Assistant

BY2075 CUSTOMER RELATIONSHIP MANAGEMENT					
Semester	Course Unit Code	Course Unit Title	L+P	Credit	Number of ECTS Credits
3	BY2075	CUSTOMER RELATIONSHIP MANAGEMENT	3	3	3

**Mode of Delivery:**

Face to Face

**Language of Instruction:**

Turkish

**Level of Course Unit:**

Associate

**Work Placement(s):**

No

**Department / Program:**

Office Management and Manager Assistant

**Type of Course Unit:**

Elective

**Objectives of the Course:**

Relating the usable information concerning customer relations under the intensive competitive requirements from the point of marketing and sales with application examples.

**Teaching Methods and Techniques:**

The Concept of Customer Relations and Its Importance, Development of Customer Relations Management, Components of Customer Relations, Communication with Customers, Customer Service and Service Quality, Customer Satisfaction and Loyalty, Acquisition and Retention of Customers, Customer Relations Management Process, Gathering and Analyzing Customer Data, Developing Customer Relations Programs, Customer Relations Practices, Customer Complaint Management, Assessment of Customer Relations

**Prerequisites and co-requisites:****Course Coordinator:**

Instructor Kemal ERGÜN

**Name of Lecturers:****Assistants:****Recommended or Required Reading****Resources** Yrd.Doç.Dr.Hülya BAKIRTAŞ; Müşteri İlişkileri Yönetimi "Kavramlar, Modeller ve Stratejiler", Ekin Basım Yayın, ISBN: 9786055048372, 2013.,Doç.Dr.Ce**Course Category**

<b>Mathematics and Basic Sciences :</b>		<b>Education :</b>	
<b>Engineering :</b>		<b>Science :</b>	
<b>Engineering Design :</b>		<b>Health :</b>	
<b>Social Sciences :</b>	100	<b>Field :</b>	

**Weekly Detailed Course Contents**

Week	Topics	Study Materials	Materials
1	The Concept of Customer Relations and Its Importance		
2	Development of Customer Relations Management		
3	Components of Customer Relations		
4	Communication with Customers		
5	Customer Service and Service Quality		
6	Customer Satisfaction and Loyalty		
7	Acquisition and Retention of Customers		
8	MIDTERM		
9	Customer Relations Management Process		
10	Gathering and Analyzing Customer Data		
11	Developing Customer Relations Programs		
12	Customer Relations Practices		
13	Customer Relations Practices		
14	Customer Complaint Management		
15	Assessment of Customer Relations		

**Course Learning Outcomes**

No	Learning Outcomes
C01	To be able to describe customer relations
C02	To be able to explain customer relations management
C03	To be able to establish empathy with the customers and build relations accordingly.
C04	To be able to design the activities for the acquisition and retention of customers
C05	To be able to form customer dependence and loyalty
C06	To be able to design customer relations management
C07	To be able to manage customer complaints
C08	To be able to asses and interpret the customer relations

**Program Learning Outcomes**

No	Learning Outcome
P09	Using technologic machines in office, using computer and communication devices, using technologic services
P02	Analyzing basic principles of Office management, organizing the office effectively, preparing business plan, managing crise and stress, analyzing basic secretary notions, examing features of secreta
P01	To help communication with all customers, personal contact, organizational contact, analyse and evaluate personnel and organizational behaviour. To be able to shape the secretarial profession with
P20	Helping office and manager assistant duties in business life-II: Obeying ethic rules, helping secretaria and manager assistant duties, using technological devices, using computer office programmes, h
P19	Helping office and manager assistant duties in business life-I: helping communications with customers, doing public relation activities, executing protocol and social rules, following rights with laws, c
P17	Executing quality systems, developing quality substructure and executing quality standarts.
P13	Learning general information about accounting, accounts and processes of accounting system, transacting in assesst and resource accounts, supporting front desk accounting operations, representin
P12	The concept of Economy,analyze opportunity costs and economic activities, Economic target,demand, supply and watch market equilibrium, National Income,Money,Analysis of Employment and Un
P11	Being able to recognise main bodies stated in the Constitution of Turkish Republic and analyse their relations; being able to recognise and analyse the relations of State Economic Enterprises, centr
P08	Observing laws basic concepts, systems and notion of right and right types, learning personel, family, product and obligation laws, prossesses, trials and contracts, learning employee and employer
P07	Developing image and strategy in public relations and keeping personel image positive and constant, observing ethic and conduct notions and conforming ethic principles, executing protokol rules,
P05	Doing basic things on computer, working on keyboard, speed writing by F keyboard, writing in different languages, writing by different computer programmes, writing speedly formal texts, , effective
P04	Managing knowledge, working about written or online literature, informing about corporation, analyzing area and having information about changes.
P03	Setting meeting agenda, preparing for agenda and joining meeting, writing meeting minutes, preparing meetings between departments
P16	Developing bussiness ideas, lading opening procedures,starting business, operating management, human resorce, producing and marketing obligations, knowing customer and developing customer :
P15	Using foreign language in , Telephone calls, writing and reading, business texting and face to face communication .
P14	Solving the rate and ratio calculations, percentage, cost, sales price , profit and loss problems, diversity and interest and discount problems .
P10	Preparing text files by computer, preparing presentation, preparing files and tables by mathematical and logical operations, developing database and executing web apertations
P06	Following document circulation, classifying and succeeding files, executing standart file plan , trakking file exchange processes,archiving and succeeding archive
P18	To have Consciousness and Knowledge on Atatürk's Principles and History of Revolution. Having a Good Turkish and Intermediate Level of English.





# Tokat Gaziosmanpaşa University

Tokat Vocational School  
Office Management and Manager Assistant

BY2085 OFFICE PROGRAMS I					
Semester	Course Unit Code	Course Unit Title	L+P	Credit	Number of ECTS Credits
3	BY2085	OFFICE PROGRAMS I	2	2	3

**Mode of Delivery:**

Face to Face

**Language of Instruction:**

Turkish

**Level of Course Unit:**

Associate

**Work Placement(s):**

No

**Department / Program:**

Office Management and Manager Assistant

**Type of Course Unit:**

Elective

**Objectives of the Course:**

Gaining European union Computer Literacy basic level 1st and 2nd module skills.

**Teaching Methods and Techniques:**

Basic Computer Concepts, Windows Operating System, Word Processor (Ms Word), Transaction table (Ms Excel)

**Prerequisites and co-requisites:****Course Coordinator:**

Instructor Kemal ERGÜN

**Name of Lecturers:**

Instructor Cihangir CENGİZ

**Assistants:****Recommended or Required Reading****Resources**

Writer: Collective; Microsoft Office (Word, Excel, Powerpoint, Outlook, Access), Pusula Yayıncılık, ISBN 9786058359338, İstanbul 2016.  
Osman GÜRKAN; Microsoft Office 2016, Nirvana Yayınları, Sözcü Kitabevi, Ankara 2016.

**Course Category**

<b>Mathematics and Basic Sciences :</b>	<b>Education :</b>
<b>Engineering :</b>	<b>Science :</b>
<b>Engineering Design :</b>	<b>Health :</b>
<b>Social Sciences :</b>	<b>Field : 100</b>

**Weekly Detailed Course Contents**

Week	Topics	Study Materials	Materials
1	Uyum Haftası		
2	Computer Basic Concepts		
3	Windows Operating System		
4	Word Processor (Ms Word)		
5	Word Processor (Ms Word)		
6	Word Processor (Ms Word)		
7	Word Processor (Ms Word)		
8	MIDTERM		
9	Word Processor (Ms Word)		
10	Transaction Table/Spreadsheet (Ms Excel)		
11	Transaction Table/Spreadsheet (Ms Excel)		
12	Transaction Table/Spreadsheet (Ms Excel)		
13	Transaction Table/Spreadsheet (Ms Excel)		
14	Transaction Table/Spreadsheet (Ms Excel)		
15	Transaction Table/Spreadsheet (Ms Excel)		

**Course Learning Outcomes**

No	Learning Outcomes
C01	Shows European union Computer Literacy basic level 1st and 2nd module skills.
C02	Recognizes Basic Computer Concepts and Windows Operating System
C03	Demonstrates Word Processor (Ms Word) and Spreadsheet (Ms Excel) Application Skills

**Program Learning Outcomes**

No	Learning Outcome
P09	Using technologic machines in office, using computer and communication devices, using technologic services
P02	Analyzing basic principles of Office management, organizing the office effectively, preparing business plan, managing crisis and stress, analyzing basic secretary notions, examining features of secretarial profession
P01	To help communication with all customers, personal contact, organizational contact, analyze and evaluate personnel and organizational behaviour. To be able to shape the secretarial profession with
P20	Helping office and manager assistant duties in business life-II: Obeying ethic rules, helping secretarial and manager assistant duties, using technological devices, using computer office programmes, helping
P19	Helping office and manager assistant duties in business life-I: helping communications with customers, doing public relation activities, executing protocol and social rules, following rights with laws, helping
P17	Executing quality systems, developing quality substructure and executing quality standards.
P13	Learning general information about accounting, accounts and processes of accounting system, transacting in asset and resource accounts, supporting front desk accounting operations, representing
P12	The concept of Economy, analyze opportunity costs and economic activities, Economic target, demand, supply and watch market equilibrium, National Income, Money, Analysis of Employment and Unemployment
P11	Being able to recognise main bodies stated in the Constitution of Turkish Republic and analyse their relations; being able to recognise and analyse the relations of State Economic Enterprises, central banks
P08	Observing laws basic concepts, systems and notion of right and right types, learning personnel, family, product and obligation laws, possesses, trials and contracts, learning employee and employer relations
P07	Developing image and strategy in public relations and keeping personal image positive and constant, observing ethic and conduct notions and conforming ethic principles, executing protocol rules, preparing
P05	Doing basic things on computer, working on keyboard, speed writing by F keyboard, writing in different languages, writing by different computer programmes, writing speedily formal texts, , effective
P04	Managing knowledge, working about written or online literature, informing about corporation, analyzing area and having information about changes.
P03	Setting meeting agenda, preparing for agenda and joining meeting, writing meeting minutes, preparing meetings between departments
P16	Developing business ideas, lading opening procedures, starting business, operating management, human resource, producing and marketing obligations, knowing customer and developing customer relations
P15	Using foreign language in . Telephone calls, writing and reading, business texting and face to face communication .
P14	Solving the rate and ratio calculations, percentage, cost, sales price , profit and loss problems, diversity and interest and discount problems .
P10	Preparing text files by computer, preparing presentation, preparing files and tables by mathematical and logical operations, developing database and executing web operations
P06	Following document circulation, classifying and succeeding files, executing standart file plan , tracking file exchange processes, archiving and succeeding archive
P18	To have Consciousness and Knowledge on Atatürk's Principles and History of Revolution. Having a Good Turkish and Intermediate Level of English.



**Program Learning Outcomes**

No	Learning Outcome
P09	Using technologic machines in office, using computer and communication devices, using technologic services
P02	Analyzing basic principles of Office management, organizing the office effectively, preparing business plan, managing crise and stress, analyzing basic secretary notions, examining features of secreta
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P06	Following document circulation, classifying and succeeding files, executing standart file plan , trakking file exchange processes,archieving and succeeding archive
P18	To have Consciousness and Knowledge on Atatürk's Principles and History of Revolution. Having a Good Turkish and Intermediate Level of English.

Assessment Methods and Criteria			ECTS Allocated Based on Student Workload			
In-Term Studies	Quantity	Percentage	Activities	Quantity	Duration	Total Work Load
Mid-terms	0	%0	Course Duration	0	0	0
Quizzes	0	%0	Hours for off-the-c.r.stud	0	0	0
Assignment	0	%0	Assignments	0	0	0
Attendance	0	%0	Presentation	0	0	0
Practice	0	%0	Mid-terms	0	0	0
Project	0	%0	Practice	0	0	0
Final examination	0	%0	Laboratory	0	0	0
<b>Total</b>		<b>%0</b>	Project	0	0	0
			Final examination	0	0	0
			<b>Total Work Load</b>			<b>0</b>
			<b>ECTS Credit of the Course</b>			<b>0</b>

**Contribution of Learning Outcomes to Programme Outcomes**



**Program Learning Outcomes**

No	Learning Outcome
P09	Using technologic machines in office, using computer and communication devices, using technologic services
P02	Analyzing basic principles of Office management, organizing the office effectively, preparing business plan, managing crise and stress, analyzing basic secretary notions, examining features of secreta
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P18	To have Consciousness and Knowledge on Atatürk's Principles and History of Revolution. Having a Good Turkish and Intermediate Level of English.

Assessment Methods and Criteria			ECTS Allocated Based on Student Workload			
In-Term Studies	Quantity	Percentage	Activities	Quantity	Duration	Total Work Load
Mid-terms	0	%0	Course Duration	0	0	0
Quizzes	0	%0	Hours for off-the-c.r.stud	0	0	0
Assignment	0	%0	Assignments	0	0	0
Attendance	0	%0	Presentation	0	0	0
Practice	0	%0	Mid-terms	0	0	0
Project	0	%0	Practice	0	0	0
Final examination	0	%0	Laboratory	0	0	0
<b>Total</b>		<b>%0</b>	Project	0	0	0
			Final examination	0	0	0
			<b>Total Work Load</b>			<b>0</b>
			<b>ECTS Credit of the Course</b>			<b>0</b>

**Contribution of Learning Outcomes to Programme Outcomes**



**Program Learning Outcomes**

No	Learning Outcome
P09	Using technologic machines in office, using computer and communication devices, using technologic services
P02	Analyzing basic principles of Office management, organizing the office effectively, preparing business plan, managing crise and stress, analyzing basic secretary notions, examining features of secreta
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P12	The concept of Economy,analyze opportunity costs and economic activities, Economic target,demand, supply and watch market equilibrium, National Income,Money,Analysis of Employment and Un
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P08	Observing laws basic concepts, systems and notion of right and right types, learning personel, family, product and obligation laws, posseseses, trials and contracts, learning employee and employer
P07	Developing image and strategy in public relations and keeping personel image positive and constant, observing ethic and conduct notions and comforming ethic principles, executing protokol rules,
P05	Doing basic things on computer, working on keyboard, speed writing by F keyboard, writing in different languages, writing by different computer programmes, writing speedly formal texts, , effective
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P18	To have Consciousness and Knowledge on Atatürk's Principles and History of Revolution. Having a Good Turkish and Intermediate Level of English.

Assessment Methods and Criteria			ECTS Allocated Based on Student Workload			
In-Term Studies	Quantity	Percentage	Activities	Quantity	Duration	Total Work Load
Mid-terms	0	%0	Course Duration	0	0	0
Quizzes	0	%0	Hours for off-the-c.r.stud	0	0	0
Assignment	0	%0	Assignments	0	0	0
Attendance	0	%0	Presentation	0	0	0
Practice	0	%0	Mid-terms	0	0	0
Project	0	%0	Practice	0	0	0
Final examination	0	%0	Laboratory	0	0	0
<b>Total</b>		<b>%0</b>	Project	0	0	0
			Final examination	0	0	0
			<b>Total Work Load</b>			<b>0</b>
			<b>ECTS Credit of the Course</b>			<b>0</b>

**Contribution of Learning Outcomes to Programme Outcomes**





# Tokat Gaziosmanpaşa University

Tokat Vocational School  
Office Management and Manager Assistant

BY2053 SECRETARYSHIP KNOWLEDGE OF					
Semester	Course Unit Code	Course Unit Title	L+P	Credit	Number of ECTS Credits
3	BY2053	SECRETARYSHIP KNOWLEDGE OF	2	2	2

**Mode of Delivery:**

Face to Face

**Language of Instruction:**

Turkish

**Level of Course Unit:**

Associate

**Work Placement(s):**

No

**Department / Program:**

Office Management and Manager Assistant

**Type of Course Unit:**

Elective

**Objectives of the Course:**

Defining main lines of secretary, learning types of secretary, duty and responsibilities of secretary, learning features which secretaries should have, professional quality of secretary, having information about features of secretary, office hostess, courtesy and etiquettes rules.

**Teaching Methods and Techniques:**

Detailed information and rules of secretary features, duties and responsibilities.

**Prerequisites and co-requisites:****Course Coordinator:**

Instructor Kemal ERGÜN

**Name of Lecturers:**

Instructor Cihangir CENGİZ

**Assistants:****Recommended or Required Reading****Resources**

Yrd.Doç.Dr.Mehmet ALTINÖZ, GÜNÜMÜZ İŞ ORTAMINDA SEKRETERLİK, Yargı Yayınları,Dr. Menekşe TARHAN ÖZTOPRAK; Sekreterlik Bilgisi, Günceller

**Course Category**

**Mathematics and Basic Sciences :**  
**Engineering :**  
**Engineering Design :**  
**Social Sciences :**

**Education :**  
**Science :**  
**Health :**  
**Field : 100**

**Weekly Detailed Course Contents**

Week	Topics	Study Materials	Materials
1	Reasons of having a job, required elements for an interest area to be a job		
2	Historical development of secretary in Turkey and world		
3	Classical and modern secretary, types of secretary		
4	Duty and responsibilities of secretary		
5	Significance of secretary in business life, Relationship between successful manager and secretary		
6	Main features of secretary: Personal features, professional features		
7	Effective communication skills for secretary		
8	MIDTERM		
9	The role of a secretary in communication between companies and their environment		
10	Duty of secretary to organize meeting and travel		
11	Duty of secretary to set appointments and guest approving		
12	Protocol rules and secretary: Face to face and phone communication		
13	Image of secretary, physical appearance: clothing, make-up, cleaning and maintenance		
14	Expectation of secretary from managers		
15	Expectation of managers from secretary		

**Course Learning Outcomes****No Learning Outcomes**

C01	Identify the job
C02	Understanding the development of the job
C03	Understanding types of secretary
C04	Understanding duty and responsibility of the secretary
C05	Relationships between secretary and manager
C06	Main features of secretary
C07	Significance of communication skills
C08	Developing organization skills
C09	Learning rules of protocol
C10	Significance of physical appearance

**Program Learning Outcomes****No Learning Outcome**

P09	Using technologic machines in office, using computer and communication devices, using technologic services
P02	Analyzing basic principles of Office management, organizing the office effectively, preparing business plan, managing crisis and stress, analyzing basic secretary notions, examining features of secretary
P01	To help communication with all customers, personal contact, organizational contact, analyse and evaluate personnel and organizational behaviour. To be able to shape the secretarial profession with
P20	Helping office and manager assistant duties in business life-II: Obeying ethic rules, helping secretaria and manager assistant duties, using technological devices, using computer office programmes, h
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P17	Executing quality systems, developing quality substructure and executing quality standarts.
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P12	The concept of Economy, analyze opportunity costs and economic activities, Economic target, demand, supply and watch market equilibrium, National Income, Money, Analysis of Employment and Un
P11	Being able to recognise main bodies stated in the Constitution of Turkish Republic and analyse their relations; being able to recognise and analyse the relations of State Economic Enterprises, centr
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P07	Developing image and strategy in public relations and keeping personnel image positive and constant, observing ethic and conduct notions and conforming ethic principles, executing protokol rules.
P05	Doing basic things on computer, working on keyboard, speed writing by F keyboard, writing in different languages, writing by different computer programmes, writing speedily formal texts, , effective
P04	Managing knowledge, working about written or online literature, informing about corporation, analyzing area and having information about changes.
P03	Setting meeting agenda, preparing for agenda and joining meeting, writing meeting minutes, preparing meetings between departments
P16	Developing bussiness ideas, lading opening procedures, starting business, operating management, human resorce, producing and marketing obligations, knowing customer and developing customer :
P15	Using foreign language in . Telephone calls, writing and reading, business texting and face to face communication .
P14	Solving the rate and ratio calculations, percentage, cost, sales price , profit and loss problems, diversity and interest and discount problems .
P10	Preparing text files by computer, preparing presentation, preparing files and tables by mathematical and logical operations, developing database and executing web apertions
P06	Following document circulation, classifying and succeeding files, executing standart file plan , trakking file exchange processes, archiving and succeeding archive
P18	To have Consciousness and Knowledge on Atatürk's Principles and History of Revolution. Having a Good Turkish and Intermediate Level of English.





# Tokat Gaziosmanpaşa University

Tokat Vocational School  
Office Management and Manager Assistant

BY2081 SECTOR APPLICATIONS I					
Semester	Course Unit Code	Course Unit Title	L+P	Credit	Number of ECTS Credits
3	BY2081	SECTOR APPLICATIONS I	4	3	4

**Mode of Delivery:**

Face to Face

**Language of Instruction:**

Turkish

**Level of Course Unit:**

Associate

**Work Placement(s):**

No

**Department / Program:**

Office Management and Manager Assistant

**Type of Course Unit:**

Elective

**Objectives of the Course:**

To prepare for life and train the qualified manpower that the business world needs by practicing the knowledge, skills, behaviors and habits of working together in the business environment, which are given to our students for the profession of Office Management and executive Assistant

**Teaching Methods and Techniques:**

Within the scope of the Sector Applications course; to develop theoretically acquired professional knowledge, skills and competencies/competencies for practice.

**Prerequisites and co-requisites:****Course Coordinator:**

Instructor Kemal ERGÜN

**Name of Lecturers:**

Instructor Ahmet DOĞRU Instructor Kemal ERGÜN Instructor Mustafa UZER

**Assistants:****Recommended or Required Reading**

**Resources** Sector Practices Course Student Application Directive, Yrd. Doç. Dr. Nazan ÖZTÜRK BAŞPINAR; Büro Yönetimi ve Yönetici Asistanlığında Örnek Olay Anı Defteri  
Sector Practices Course Student Application Directive

**Course Category**

<b>Mathematics and Basic Sciences :</b>	<b>Education</b>	:	
<b>Engineering :</b>	<b>Science</b>	:	
<b>Engineering Design :</b>	<b>Health</b>	:	
<b>Social Sciences :</b>	<b>Field</b>	:	100

**Weekly Detailed Course Contents**

Week	Topics	Study Materials	Materials
1	Presentation of the course content, determination of the organization where the students will practice and distribution.		
2	Communication, Secretarial Behavior and Organizational Behavior Practices (Sample Incident Analysis)		
3	Basic Practices Related to Office Management.(Sample Incident Analysis)		
4	Basic Practices Related to the Secretariat Profession.(Sample Incident Analysis)		
5	Meeting Management Practices.(Sample Incident Analysis)		
6	Knowledge Management Practices.(Sample Incident Analysis)		
7	Keyboard Usage and Professional Correspondence Practices.(Sample Incident Analysis)		
8	MIDTERM		
9	Writing Practices in a Foreign Language.(Sample Incident Analysis)		
10	Fast Writing and Reading Practices.(Sample Incident Analysis)		
11	Filing and Archiving Practices.(Sample Incident Analysis)		
12	Public Relations Practices.(Sample Incident Analysis)		
13	Professional Ethics Practices.(Sample Incident Analysis)		
14	Protocol and Social Code of Conduct Practices.(Sample Incident Analysis)		
15	Assisting in Office and Executive Assistant Transactions in the Industry-I(Sample Incident Analysis)		

**Course Learning Outcomes**

No	Learning Outcomes
C01	Communication, Organizational Behavior with the Secretariat, Basic Practices Related to Office Management and Basic Practices Related to the Secretariat Profession.
C02	Makes Meeting Management, Information Management, Keyboard Usage and Professional Correspondence Applications.
C03	Makes Applications of Writing in Foreign Languages, Fast Writing and Reading, Filing and Archiving.
C04	Assists in Office and Executive Assistant Transactions in the Sector on Public Relations, Protocol and Rules of Social Conduct

**Program Learning Outcomes**

No	Learning Outcome
P09	Using technologic machines in office, using computer and communication devices, using technologic services
P02	Analyzing basic principles of Office management, organizing the office effectively, preparing business plan, managing crisis and stress, analyzing basic secretary notions, examining features of secretarial profession with all customers, personal contact, organizational contact, analyse and evaluate personnel and organizational behaviour. To be able to shape the secretarial profession with helping office and manager assistant duties in business life-II: Obeying ethic rules, helping secretaria and manager assistant duties, using technological devices, using computer office programmes, helping office and manager assistant duties in business life-I: helping communications with customers, doing public relation activities, executing protocol and social rules, following rights with laws, executing quality systems, developing quality substructure and executing quality standarts.
P13	Learning general information about accounting, accounts and processes of accounting system, transacting in asset and resource accounts, supporting front desk accounting operations, representing the concept of Economy, analyze opportunity costs and economic activities, Economic target, demand, supply and watch market equilibrium, National Income, Money, Analysis of Employment and Unemployment, Being able to recognise main bodies stated in the Constitution of Turkish Republic and analyse their relations; being able to recognise and analyse the relations of State Economic Enterprises, central banks, observing laws basic concepts, systems and notion of right and right types, learning personnel, family, product and obligation laws, processes, trials and contracts, learning employee and employer relations, Developing image and strategy in public relations and keeping personnel image positive and constant, observing ethic and conduct notions and conforming ethic principles, executing protokol rules, Doing basic things on computer, working on keyboard, speed writing by F keyboard, writing in different languages, writing by different computer programmes, writing speedyly formal texts, , effective managing knowledge, working about written or online literature, informing about corporation, analyzing area and having information about changes.
P05	Setting meeting agenda, preparing for agenda and joining meeting, writing meeting minutes, preparing meetings between departments
P16	Developing bussiness ideas, lading opening procedures, starting business, operating management, human resource, producing and marketing obligations; knowing customer and developing customer : Using foreign language in , Telephone calls, writing and reading, business texting and face to face communication .
P14	Solving the rate and ratio calculations, percentage, cost, sales price , profit and loss problems, diversity and interest and discount problems
P10	Preparing text files by computer, preparing presentation, preparing files and tables by mathematical and logical operations, developing database and executing web operations
P06	Following document circulation, classifying and succeeding files, executing standart file plan , tracking file exchange processes, archiving and succeeding archive
P18	To have Consciousness and Knowledge on Atatürk's Principles and History of Revolution. Having a Good Turkish and Intermediate Level of English.





# Tokat Gaziosmanpaşa University

Tokat Vocational School  
Office Management and Manager Assistant

BY2005 MEETING MANAGEMENT					
Semester	Course Unit Code	Course Unit Title	L+P	Credit	Number of ECTS Credits
3	BY2005	MEETING MANAGEMENT	2	2	2

**Mode of Delivery:**

Face to Face

**Language of Instruction:**

Turkish

**Level of Course Unit:**

Associate

**Work Placement(s):**

No

**Department / Program:**

Office Management and Manager Assistant

**Type of Course Unit:**

Required

**Objectives of the Course:**

Students will gain competencies to meeting management.

**Teaching Methods and Techniques:**

Meeting processes, seatings, preparing for meetings.

**Prerequisites and co-requisites:****Course Coordinator:**

Instructor Kemal ERGÜN

**Name of Lecturers:**

Instructor Ahmet DOĞRU

**Assistants:****Recommended or Required Reading**

<b>Resources</b>	Nuran Öztürk BAŞPINAR; Yönetici Sekreteri Gözüyle Yönetici Sekreterliği, Nobel Yayın Dağıtım, Ankara, 2007. ,Prof. Dr. A. Celil ÇAKICI; Toplantı Yöneti Doç. Dr. Hasan ÇALIŞKAN, Öğr. Gör. Orkun ŞEN; Toplantı ve Sunu Teknikleri, 1. Baskı, Açık Öğretim Fakültesi Yayınları, T.C. Anadolu Üniversitesi Yayını No: 2965 Açık Öğretim Fakültesi Yayını No: 1920, ISBN 978
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**Course Category**

<b>Mathematics and Basic Sciences :</b>	<b>Education :</b>
<b>Engineering :</b>	<b>Science :</b>
<b>Engineering Design :</b>	<b>Health :</b>
<b>Social Sciences :</b>	<b>Field : 100</b>

**Weekly Detailed Course Contents**

Week	Topics	Study Materials	Materials
1	Meeting		
2	Meeting, Submitted to the meeting		
3	Submitted to the meeting		
4	Materials to be used.		
5	Materials to be used, arrange meeting location		
6	Arrange meeting location		
7	To receive questions and answers at meeting.		
8	MIDTERM		
9	To receive questions and answers at meeting. To reach the meeting decisions for participants		
10	To reach the meeting decisions for participants		
11	Meetings with employees		
12	To reach the meeting decisions for manager		
13	Crisis evaluation meeting		
14	Crisis evaluation meeting		
15	Crisis evaluation meeting		

**Course Learning Outcomes**

No	Learning Outcomes
C01	To determine the agenda of the meeting
C02	To attend the meeting and keep the reports of the meeting
C03	To arrange a meeting between departments

**Program Learning Outcomes**

No	Learning Outcome
P09	Using technologic machines in office, using computer and communication devices, using technologic services
P02	Analyzing basic principles of Office management, organizing the office effectively, preparing business plan, managing crisis and stress, analyzing basic secretary notions, examining features of secretarial profession
P01	To help communication with all customers, personal contact, organizational contact, analyze and evaluate personnel and organizational behaviour. To be able to shape the secretarial profession with
P20	Helping office and manager assistant duties in business life-II: Obeying ethic rules, helping secretaria and manager assistant duties, using technological devices, using computer office programmes, helping
P19	Helping office and manager assistant duties in business life-I: helping communications with customers, doing public relation activities, executing protocol and social rules, following rights with laws, helping
P17	Executing quality systems, developing quality substructure and executing quality standards.
P13	Learning general information about accounting, accounts and processes of accounting system, transacting in asset and resource accounts, supporting front desk accounting operations, representing
P12	The concept of Economy, analyze opportunity costs and economic activities, Economic target, demand, supply and watch market equilibrium, National Income, Money, Analysis of Employment and Unemployment
P11	Being able to recognise main bodies stated in the Constitution of Turkish Republic and analyse their relations; being able to recognise and analyse the relations of State Economic Enterprises, central banks
P08	Observing laws basic concepts, systems and notion of right and right types, learning personnel, family, product and obligation laws, possesses, trials and contracts, learning employee and employer
P07	Developing image and strategy in public relations and keeping personal image positive and constant, observing ethic and conduct notions and conforming ethic principles, executing protocol rules, writing
P05	Doing basic things on computer, working on keyboard, speed writing by F keyboard, writing in different languages, writing by different computer programmes, writing speedily formal texts, , effective
P04	Managing knowledae, working about written or online literature, informing about corporation, analyzing area and having information about changes.
P03	Setting meeting agenda, preparing for agenda and joining meeting, writing meeting minutes, preparing meetings between departments
P16	Developing bussiness ideas, lading opening procedures, starting business, operating management, human resorce, producing and marketing obligations, knowing customer and developing customer : developing
P15	Using foreign language in . Telephone calls, writing and reading, business texting and face to face communication .
P14	Solving the rate and ratio calculations, percentage, cost, sales price , profit and loss problems, diversity and interest and discount problems .
P10	Preparing text files by computer, preparing presentation, preparing files and tables by mathematical and logical operations, developing database and executing web operations
P06	Following document circulation, classifying and succeeding files, executing standart file plan , tracking file exchange processes, archiving and succeeding archive
P18	To have Consciousness and Knowledge on Atatürk's Principles and History of Revolution. Having a Good Turkish and Intermediate Level of English.





# Tokat Gaziosmanpaşa University

Tokat Vocational School  
Office Management and Manager Assistant

BY2046 COMPUTER ACCOUNTING SOFTWARE					
Semester	Course Unit Code	Course Unit Title	L+P	Credit	Number of ECTS Credits
4	BY2046	COMPUTER ACCOUNTING SOFTWARE	4	3	5

**Mode of Delivery:**

Face to Face

**Language of Instruction:**

Turkish

**Level of Course Unit:**

Associate

**Work Placement(s):**

No

**Department / Program:**

Office Management and Manager Assistant

**Type of Course Unit:**

Required

**Objectives of the Course:**

To know the basic concepts and documents related to accounting, understand Balance sheet and income statement of the principles relating to regulation of financial statements

**Teaching Methods and Techniques:**

Understand The basic concepts related to accounting (balance sheet, accounts, account plan, etc.). And used in the major accounting documents

**Prerequisites and co-requisites:****Course Coordinator:**

Instructor Kemal ERGÜN

**Name of Lecturers:**

Instructor Ahmet DOĞRU

**Assistants:****Recommended or Required Reading****Resources**

Hasan Ali YILDIRIM ve Çiğden ÖZKAYA YILDIRIM; ETA: V.8-SQL Bilgisayarlı Muhasebe I-II, Detay Yayıncılık, ISBN 9789944223539, Ankara 2013.,Hak M. Ali FEYİZ, Bilgisayarlı Muhasebe, 1. Baskı, ABP Yayınevi, ISBN: 9789759218362, İstanbul, 2007.

**Course Category**

**Mathematics and Basic Sciences :**  
**Engineering :**  
**Engineering Design :**  
**Social Sciences :** 50

**Education :**  
**Science :**  
**Health :**  
**Field :** 50

**Weekly Detailed Course Contents**

Week	Topics	Study Materials	Materials
1	Business Package Program Presentation		
2	Stock Module		
3	Current Module		
4	Billing Module		
5	Dispatch Module		
6	Accounting Module		
7	Accounting Module		
8	MIDTERM		
9	Accounting Module		
10	Accounting Module		
11	Accounting Module		
12	Reports Module		
13	Reports Module		
14	Sample Solution		
15	Sample Solution		

**Course Learning Outcomes**

No	Learning Outcomes
C01	Understand the basic concepts and major accounting documents
C02	To use accounting package program.

**Program Learning Outcomes**

No	Learning Outcome
P09	Using technologic machines in office, using computer and communication devices, using technologic services
P02	Analyzing basic principles of Office management, organizing the office effectively, preparing business plan, managing crise and stress, analyzing basic secretary notions, exemining features of secreta
P01	To help communication with all customers, personal contact, organizational contact, analyse and evaluate personel and organizational behaviour. To be able to shape the secretarial profession with
P20	Helping office and manager assistant duties in business life-II: Obeying ethic rules, helping secretaria and manager assistant duties, using technological devices, using computer office programmes, h
P19	Helping office and manager assistant duties in business life-I: helping communications with customers, doing public relation activities, executing protokol and social rules, following rights with laws, c
P17	Executing quality systems, developing quality substructure and executing quality standarts.
P13	Learning general information about accounting, accounts and processes of accounting system, transacting in asset and resource accounts, supporting front desk accounting operations, representin
P12	The concept of Economy,analyze opportunity costs and economic activities, Economic target,demand, supply and watch market equilibrium, National Income,Money,Analysis of Employment and Un
P11	Being able to recognise main bodies stated in the Constitution of Turkish Republic and analyse their relations; being able to recognise and analyse the relations of State Economic Enterprises, centr
P08	Observing laws basic concepts, systems and notion of right and right types, learning personel, family, product and obligation laws, prossesses, trials and contracts, learning employee and employer.
P07	Developing image and strategy in public relations and keeping personel image positive and constant, observing ethic and conduct notions and conforming ethic principles, executing protokol rules,
P05	Doing basic things on computer, working on keyboard, speed writing by F keyboard, writing in different languages, writing by different computer programmes, writing speedly formal texts, , effectiv
P04	Managing knowledge, working about written or online literature, informing about corporation, analyzing area and having information about changes.
P03	Setting meeting agenda, preparing for agenda and joining meeting, writing meeting minutes, preparing meetings between departments
P16	Developing bussiness ideas, lading opening procedures,starting business, operating management, human resorce, producing and marketing obligations, knowing customer and developing customer :
P15	Using foreign language in , Telephone calls, writing and reading, business texting and face to face communication ,
P14	Solving the rate and ratio calculations, percentage,cost, sales price , profit and loss problems, diversity and interest and discount problems .
P10	Preparing text files by computer, preparing presentation, preparing files and tables by mathematical and logical operations, developing database and executing web operations
P06	Following document circulation, classifying and succeeding files, executing standart file plan , trakking file exchange processes,archiving and succeeding archive
P18	To have Consciousness and Knowledge on Atatürk's Principles and History of Revolution. Having a Good Turkish and Intermediate Level of English.

Assessment Methods and Criteria		
In-Term Studies	Quantity	Percentage
Mid-terms	1	%40
Quizzes	0	%0
Assignment	0	%0
Attendance	0	%0
Practice	0	%0
Project	0	%0
Final examination	1	%60
<b>Total</b>		<b>%100</b>

ECTS Allocated Based on Student Workload			
Activities	Quantity	Duration	Total Work Load
Course Duration	14	4	56
Hours for off-the-c.r.stud	14	3	42
Assignments	0	0	0
Presentation	6	2	12
Mid-terms	1	1	1
Practice	14	2	28
Laboratory	14	1	14
Project	0	0	0
Final examination	1	1	1
<b>Total Work Load</b>			<b>154</b>
<b>ECTS Credit of the Course</b>			<b>5</b>

Contribution of Learning Outcomes to Programme Outcomes																					
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bbb																					
	P01	P02	P03	P04	P05	P06	P07	P08	P09	P10	P11	P12	P13	P14	P15	P16	P17	P18	P19	P20	
C01	1	1	1	1	1	1	1	1	1	1	1	1	5	1	1	1	1	1	3	5	
C02	1	1	1	1	1	1	1	1	4	3	1	1	5	3	1	1	1	1	3	5	



# Tokat Gaziosmanpaşa University

Tokat Vocational School  
Office Management and Manager Assistant

BY2040 FILING AND ARCHIVING					
Semester	Course Unit Code	Course Unit Title	L+P	Credit	Number of ECTS Credits
4	BY2040	FILING AND ARCHIVING	4	4	4

**Mode of Delivery:**

Face to Face

**Language of Instruction:**

Turkish

**Level of Course Unit:**

Associate

**Work Placement(s):**

No

**Department / Program:**

Office Management and Manager Assistant

**Type of Course Unit:**

Required

**Objectives of the Course:**

Students will be gained the ability of filing and archiving with this course

**Teaching Methods and Techniques:**

To get skills about document management, filing and archiving applications

**Prerequisites and co-requisites:****Course Coordinator:**

Instructor Kemal ERGÜN

**Name of Lecturers:**

Instructor Kemal ERGÜN

**Assistants:****Recommended or Required Reading**

**Resources** Hasan TUTAR; Dosyalama ve Arşivleme Teknikleri, Aktif Yayınevi, Erzurum 2001. ,Öğr. Gör. Yücel İSLAM; Dosyalama ve Arşivleme Teknikleri, 2.Baskı, 2021.  
Instructor Kemal ERGÜN, Filing and Archiving Lecture Note, 2021.

**Course Category**

<b>Mathematics and Basic Sciences</b> :	<b>Education</b> :
<b>Engineering</b> :	<b>Science</b> :
<b>Engineering Design</b> :	<b>Health</b> :
<b>Social Sciences</b> :	<b>Field</b> : 100

**Weekly Detailed Course Contents**

Week	Topics	Study Materials	Materials
1	Filing and Archiving General Topics		
2	File Plan and Standard File Plan		
3	Use (Implementation) of the Standard File Plan		
4	Document Replication Tools		
5	Filing Systems		
6	Establishment of the Filing System		
7	Document Exchange Process		
8	MIDTERM		
9	Electronic Documents: Generation and Conservation (EDMS)		
10	Archive Management and Features		
11	Archiving Systems and Organization		
12	Archiving Methods and Infrastructure		
13	Extraction and Destruction Operations in Archives		
14	Archive Legislation, Classification, Storage and Protection & Management Information Systems		
15	Efficiency and Lean Philosophy in Filing and Archiving		

**Course Learning Outcomes**

No	Learning Outcomes
C01	Insights of document definition and document management
C02	Insights of organization types in filing
C03	Insights of required rules for effective filing
C04	Insights of filing systems
C05	Insights of stages of filing systems
C06	Following of in-house and out of corporation document flow
C07	Insights of purpose of office automatization
C08	Electronics document management system
C09	Archiving ve archive tracking

**Program Learning Outcomes**

No	Learning Outcome
P09	Using technologic machines in office, using computer and communication devices, using technologic services
P02	Analyzing basic principles of Office management, organizing the office effectively, preparing business plan, managing crise and stress, analyzing basic secretary notions, examining features of secreta
P01	To help communication with all customers, personal contact, organizational contact, analyse and evaluate personnel and organizational behaviour. To be able to shape the secretarial profession with
P20	Helping office and manager assistant duties in business life-II: Obeying ethic rules, helping secretaria and manager assistant duties, using technological devices, using computer office programmes, h
P19	Helping office and manager assistant duties in business life-I: helping communications with customers, doing public relation activities, executing protocol and social rules, following rights with laws, c
P17	Executing quality systems, developing quality substructure and executing quality standarts.
P13	Learning general information about accounting, accounts and processes of accounting system, transacting in assesst and resource accounts, supporting front desk accounting operations, representin
P12	The concept of Economy,analyze opportunity costs and economic activities, Economic target,demand, supply and watch market equilibrium, National Income.Money,Analysis of Employment and Un
P11	Being able to recognise main bodies stated in the Constitution of Turkish Republic and analyse their relations; being able to recognise and analyse the relations of State Economic Enterprises, centr
P08	Observing laws basic concepts, systems and notion of right and right types, learning personel, family, product and obligation laws, prossesses, trials and contracts, learning employee and employer
P07	Developing image and strategy in public relations and keeping personel image positive and constant, observing ethic and conduct notions and conforming ethic principles, executing protokol rules,
P05	Doing basic things on computer, working on keyboard, speed writing by F keyboard, writing in different languages, writing by different computer programmes, writing speedyly formal texts, , effective
P04	Managing knowledge, working about written or online literature, informing about corporation, analyzing area and having information about changes.
P03	Setting meeting agenda, preparing for agenda and joining meeting, writing meeting minutes, preparing meetings between departments
P16	Developing bussiness ideas, lading opening procedures,starting business, operating management, human resorce, producing and marketing obligations, knowing customer and developing customer :
P15	Using foreign language in , Telephone calls, writing and reading, business texting and face to face communication .
P14	Solving the rate and ratio calculations, percentage,cost, sales price , profit and loss problems, diversity and interest and discount problems .
P10	Preparing text files by computer, preparing presentation, preparing files and tables by mathematical and logical operations, developing database and executing web aperations
P06	Following document circulation, classifying and succeeding files, executing standart file plan , trakking file exchange processes,archiving and succeeding archive
P18	To have Consciousness and Knowledge on Atatürk's Principles and History of Revolution. Having a Good Turkish and Intermediate Level of English.





# Tokat Gaziosmanpaşa University

Tokat Vocational School  
Office Management and Manager Assistant

BY2044 EFFECTIVE SPEAKING AND BEAUTIFUL					
Semester	Course Unit Code	Course Unit Title	L+P	Credit	Number of ECTS Credits
4	BY2044	EFFECTIVE SPEAKING AND BEAUTIFUL	2	2	2

**Mode of Delivery:**

Face to Face

**Language of Instruction:**

Turkish

**Level of Course Unit:**

Associate

**Work Placement(s):**

No

**Department / Program:**

Office Management and Manager Assistant

**Type of Course Unit:**

Required

**Objectives of the Course:**

To provide the ability of effective and good speaking.

**Teaching Methods and Techniques:**

Breath, vocal organs, stress and intonation, connection, protocol speech, informative speech, spontaneous speech.

**Prerequisites and co-requisites:****Course Coordinator:**

Instructor Kemal ERGÜN

**Name of Lecturers:**

Instructor Cihangir CENGİZ

**Assistants:****Recommended or Required Reading**

<b>Resources</b>	Prof.Dr.Ahmet Haluk YÜKSEL, İKNA ve KONUŞMA, Anadolu Üniversitesi Açık Öğretim Fakültesi Prof. Dr. Ahmet Haluk YÜKSEL; İkna ve Konuşma, Anadolu Üniversitesi Açık Öğretim Fakültesi, Eskişehir 2009.
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**Course Category**

<b>Mathematics and Basic Sciences</b> :	<b>Education</b> :
<b>Engineering</b> :	<b>Science</b> :
<b>Engineering Design</b> :	<b>Health</b> :
<b>Social Sciences</b> :	<b>Field</b> : 100

**Weekly Detailed Course Contents**

Week	Topics	Study Materials	Materials
1	Breath		
2	Sound organs		
3	Sound organs		
4	Sound organs		
5	Emphasis, adding, toning		
6	Emphasis, adding, toning		
7	Emphasis, adding, toning		
8	MIDTERM		
9	Protocol speech		
10	Protocol speech		
11	Protocol speech		
12	Information speech		
13	Information speech		
14	Information speech		
15	Impromptu talk		

**Course Learning Outcomes**

No	Learning Outcomes
C01	Using the techniques of breathing and speech organs
C02	To make suitable speeches.

**Program Learning Outcomes**

No	Learning Outcome
P09	Using technologic machines in office, using computer and communication devices, using technologic services
P02	Analyzing basic principles of Office management, organizing the office effectively, preparing business plan, managing crisis and stress, analyzing basic secretary notions, examining features of secretarial profession
P01	To help communication with all customers, personal contact, organizational contact, analyze and evaluate personnel and organizational behaviour. To be able to shape the secretarial profession with
P20	Helping office and manager assistant duties in business life-II: Obeying ethical rules, helping secretarial and manager assistant duties, using technological devices, using computer office programmes, helping
P19	Helping office and manager assistant duties in business life-I: helping communications with customers, doing public relation activities, executing protocol and social rules, following rights with laws, conducting
P17	Executing quality systems, developing quality substructure and executing quality standards.
P13	Learning general information about accounting, accounts and processes of accounting system, transacting in asset and resource accounts, supporting front desk accounting operations, representing
P12	The concept of Economy, analyze opportunity costs and economic activities, Economic target, demand, supply and watch market equilibrium, National Income, Money, Analysis of Employment and Unemployment
P11	Being able to recognise main bodies stated in the Constitution of Turkish Republic and analyse their relations; being able to recognise and analyse the relations of State Economic Enterprises, central banks
P08	Observing laws basic concepts, systems and notion of right and right types, learning personnel, family, product and obligation laws, processes, trials and contracts, learning employee and employer
P07	Developing image and strategy in public relations and keeping personnel image positive and constant, observing ethical and conduct notions and conforming ethical principles, executing protocol rules, conducting
P05	Doing basic things on computer, working on keyboard, speed writing by F keyboard, writing in different languages, writing by different computer programmes, writing speedy formal texts, , effective
P04	Managing knowledge, working about written or online literature, informing about corporation, analyzing area and having information about changes.
P03	Setting meeting agenda, preparing for agenda and joining meeting, writing meeting minutes, preparing meetings between departments
P16	Developing business ideas, leading opening procedures, starting business, operating management, human resource, producing and marketing obligations, knowing customer and developing customer
P15	Using foreign language in , Telephone calls, writing and reading, business texting and face to face communication
P14	Solving the rate and ratio calculations, percentage, cost, sales price , profit and loss problems, diversity and interest and discount problems
P10	Preparing text files by computer, preparing presentation, preparing files and tables by mathematical and logical operations, developing database and executing web operations
P06	Following document circulation, classifying and succeeding files, executing standard file plan , tracking file exchange processes, archiving and succeeding archive
P18	To have Consciousness and Knowledge on Atatürk's Principles and History of Revolution. Having a Good Turkish and Intermediate Level of English.

Assessment Methods and Criteria		
In-Term Studies	Quantity	Percentage
Mid-terms	1	%40
Quizzes	0	%0
Assignment	0	%0
Attendance	0	%0
Practice	0	%0
Project	0	%0
Final examination	1	%60
<b>Total</b>		<b>%100</b>

ECTS Allocated Based on Student Workload			
Activities	Quantity	Duration	Total Work Load
Course Duration	14	2	28
Hours for off-the-c.r.stud	14	2	28
Assignments	7	1	7
Presentation	0	0	0
Mid-terms	1	1	1
Practice	0	0	0
Laboratory	0	0	0
Project	0	0	0
Final examination	1	1	1
<b>Total Work Load</b>			<b>65</b>
<b>ECTS Credit of the Course</b>			<b>2</b>

Contribution of Learning Outcomes to Programme Outcomes																					
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bbb																					
	P01	P02	P03	P04	P05	P06	P07	P08	P09	P10	P11	P12	P13	P14	P15	P16	P17	P18	P19	P20	
C01	1	1	1	1	1	1	5	1	1	1	1	1	1	1	1	1	1	3	5	5	
C02	4	1	1	1	1	1	5	1	1	1	1	1	1	1	5	1	1	3	5	5	



# Tokat Gaziosmanpaşa University

Tokat Vocational School  
Office Management and Manager Assistant

BY2048 PUBLIC RELATIONS					
Semester	Course Unit Code	Course Unit Title	L+P	Credit	Number of ECTS Credits
4	BY2048	PUBLIC RELATIONS	2	2	2

**Mode of Delivery:**

Face to Face

**Language of Instruction:**

Turkish

**Level of Course Unit:**

Associate

**Work Placement(s):**

No

**Department / Program:**

Office Management and Manager Assistant

**Type of Course Unit:**

Required

**Objectives of the Course:**

With this course, students will provide competencies to make public relations activities.

**Teaching Methods and Techniques:**

The course includes information about the strategies to be used in the human relations applications and fundamental concepts about human relations.

**Prerequisites and co-requisites:****Course Coordinator:**

Instructor Kemal ERGÜN

**Name of Lecturers:**

Instructor Mustafa UZER

**Assistants:****Recommended or Required Reading**

<b>Resources</b>	Dr. Ahmet YATKIN, HALKLA İLİŞKİLER ve İLETİŞİM, Nobel Yayın Dağıtım Prof. Dr. Zeyyat SABUNCUOĞLU; İşletmelerde Halkla İlişkiler, 10. Baskı, Alfa Aktüel Yayınları, Bursa 2010.
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**Course Category**

<b>Mathematics and Basic Sciences :</b>		<b>Education :</b>	
<b>Engineering :</b>		<b>Science :</b>	
<b>Engineering Design :</b>		<b>Health :</b>	
<b>Social Sciences :</b>	100	<b>Field :</b>	

**Weekly Detailed Course Contents**

Week	Topics	Study Materials	Materials
1	General Objectives		
2	General Objectives		
3	General Objectives		
4	General Objectives		
5	Duties and responsibilities		
6	Duties and responsibilities		
7	Duties and responsibilities		
8	MIDTERM		
9	Posts in public relations		
10	Posts in public relations		
11	Posts in public relations		
12	The public and media relations		
13	The public and media relations		
14	The public and media relations		
15	Sponsorship		

**Course Learning Outcomes**

No	Learning Outcomes
C01	Image and improve public relations strategy
C02	Corporate image, perception and continuing to keep a positive

**Program Learning Outcomes**

No	Learning Outcome
P09	Using technologic machines in office, using computer and communication devices, using technologic services
P02	Analyzing basic principles of Office management, organizing the office effectively, preparing business plan, managing crise and stress, analyzing basic secretary notions, examining features of secreta
P01	To help communication with all customers, personal contact, organizational contact, analyse and evaluate personel and organizational behaviour. To be able to shape the secretarial profession with
P20	Helping office and manager assistant duties in business life-II: Obeying ethic rules, helping secretaria and manager assistant duties, using technological devices, using computer office programmes, h
P19	Helping office and manager assistant duties in business life-I: helping communications with customers, doing public relation activities, executing protokol and social rules, following rights with laws, c
P17	Executing quality systems, developing quality substructure and executing quality standarts.
P13	Learning general information about accounting, accounts and processes of accounting system, transacting in asset and resource accounts, supporting front desk accounting operations, representin
P12	The concept of Economy,analyze opportunity costs and economic activities, Economic target,demand, supply and watch market equilibrium, National Income,Money,Analysis of Employment and Un
P11	Being able to recognise main bodies stated in the Constitution of Turkish Republic and analyse their relations; being able to recognise and analyse the relations of State Economic Enterprises, centr
P08	Observing laws basic concepts, systems and notion of right and right types, learning personel, family, product and obligation laws, prossesses, trials and contracts, learning employee and employer.
P07	Developing image and strategy in public relations and keeping personel image positive and constant, observing ethic and conduct notions and conforming ethic principles, executing protokol rules,
P05	Doing basic things on computer, working on keyboard, speed writing by F keyboard, writing in different languages, writing by different computer programmes, writing speedly formal texts, , effectiv
P04	Managing knowledge, working about written or online literature, informing about corporation, analyzing area and having information about changes.
P03	Setting meeting agenda, preparing for agenda and joining meeting, writing meeting minutes, preparing meetings between departments
P16	Developing bussiness ideas, lading opening procedures,starting business, operating management, human resorce, producing and marketing obligations, knowing customer and developing customer :
P15	Using foreign language in , Telephone calls, writing and reading, business texting and face to face communication ,
P14	Solving the rate and ratio calculations, percentage, cost, sales price , profit and loss problems, diversity and interest and discount problems .
P10	Preparing text files by computer, preparing presentation, preparing files and tables by mathematical and logical operations, developing database and executing web operations
P06	Following document circulation, classifying and succeeding files, executing standart file plan , trakking file exchange processes, archiving and succeeding archive
P18	To have Consciousness and Knowledge on Atatürk's Principles and History of Revolution. Having a Good Turkish and Intermediate Level of English.

Assessment Methods and Criteria		
In-Term Studies	Quantity	Percentage
Mid-terms	1	%40
Quizzes	0	%0
Assignment	0	%0
Attendance	0	%0
Practice	0	%0
Project	0	%0
Final examination	1	%60
<b>Total</b>		<b>%100</b>

ECTS Allocated Based on Student Workload			
Activities	Quantity	Duration	Total Work Load
Course Duration	14	2	28
Hours for off-the-c.r.stud	14	2	28
Assignments	7	1	7
Presentation	0	0	0
Mid-terms	1	1	1
Practice	0	0	0
Laboratory	0	0	0
Project	0	0	0
Final examination	1	1	1
<b>Total Work Load</b>			<b>65</b>
<b>ECTS Credit of the Course</b>			<b>2</b>

Contribution of Learning Outcomes to Programme Outcomes																					
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bbb																					
	P01	P02	P03	P04	P05	P06	P07	P08	P09	P10	P11	P12	P13	P14	P15	P16	P17	P18	P19	P20	
C01	1	1	1	1	1	1	5	1	1	1	1	1	1	1	1	1	1	1	5	4	
C02	1	1	1	1	1	1	5	1	1	1	1	1	1	1	1	1	4	1	5	4	



# Tokat Gaziosmanpaşa University

Tokat Vocational School  
Office Management and Manager Assistant

BY2056 SPEED WRITING AND READING TECHNIQUES					
Semester	Course Unit Code	Course Unit Title	L+P	Credit	Number of ECTS Credits
4	BY2056	SPEED WRITING AND READING TECHNIQUES	2	2	2

**Mode of Delivery:**

Face to Face

**Language of Instruction:**

Turkish

**Level of Course Unit:**

Associate

**Work Placement(s):**

No

**Department / Program:**

Office Management and Manager Assistant

**Type of Course Unit:**

Elective

**Objectives of the Course:**

To provide quick note taking, convert the written easily to prose, to provide attention and coordination while reading, understand quickly read thing

**Teaching Methods and Techniques:**

Speed reading and writing ability; encouraging team work

**Prerequisites and co-requisites:****Course Coordinator:**

Instructor Kemal ERGÜN

**Name of Lecturers:**

Instructor Cihangir CENGİZ

**Assistants:****Recommended or Required Reading**

**Resources** Melik DUYAR, HIZLI OKAMA ve ANLAMA TEKNİKLERİ  
Mustafa Şaban KESER; Hızlı Okuma Teknikleri, Nisan Kitabevi, ISBN 9789756428894, İstanbul 2016.

**Course Category**

<b>Mathematics and Basic Sciences :</b>	<b>Education :</b>
<b>Engineering :</b>	<b>Science :</b>
<b>Engineering Design :</b>	<b>Health :</b>
<b>Social Sciences :</b>	<b>Field : 100</b>

**Weekly Detailed Course Contents**

Week	Topics	Study Materials	Materials
1	Quick note-taking and noticing details		
2	Fast business letter writing and practice		
3	Translation of written to prose, explanation of acronyms, converting of the plain text into abbreviations		
4	Time management, the concept of time, causes of time loss in articles, case study		
5	Identifying abbreviation characters, explanation of abbreviations		
6	Meanings of certain abbreviations are used throughout the world and in Turkey		
7	Data collection, methods of note-taking and dictation		
8	MIDTERM		
9	Fast writing applications		
10	Meanings of reading, the relationship between reading and looking		
11	Okuma hızını engelleyen nedenler		
12	The reasons which reduce understanding		
13	Efficient reading, the brain, learning and remembering		
14	Reading plans and reading speed applications		
15	Reading plans and reading speed applications		

**Course Learning Outcomes**

No	Learning Outcomes
C01	Quick note taking
C02	Translating quick notes to prose
C03	Using time effectively while taking note
C04	Identifying the reading
C05	Determining the factors that prevent the speed of reading
C06	Very fast reading
C07	Comprehending the requirements of reading very fast and reading understanding
C08	Understanding each quick reading article

**Program Learning Outcomes**

No	Learning Outcome
P09	Using technologic machines in office, using computer and communication devices, using technologic services
P01	Analyzing basic principles of Office management, organizing the office effectively, preparing business plan, managing crisis and stress, analyzing basic secretary notions, examining features of secretarial profession with all customers, personal contact, organizational contact, analyse and evaluate personel and organizational behaviour. To be able to shape the secretarial profession with
P20	Helping office and manager assistant duties in business life-II: Obeying ethic rules, helping secretaria and manager assistant duties, using technological devices, using computer office programmes, helping office and manager assistant duties in business life-I: helping communications with customers, doing public relation activities, executing protocol and social rules, following rights with laws, and
P19	Executing quality systems, developing quality substructure and executing quality standards.
P17	Learning general information about accounting, accounts and processes of accounting system, transacting in asset and resource accounts, supporting front desk accounting operations, representing
P13	The concept of Economy,analyze opportunity costs and economic activities. Economic target,demand, supply and watch market equilibrium, National Income,Money,Analysis of Employment and Un
P12	Being able to recognise main bodies stated in the Constitution of Turkish Republic and analyse their relations; being able to recognise and analyse the relations of State Economic Enterprises, central
P08	Observing laws basic concepts, systems and notion of right and right types, learning personel, family, product and obligation laws, possesses, trials and contracts, learning employee and employer
P07	Developing image and strategy in public relations and keeping personel image positive and constant, observing ethic and conduct notions and conforming ethic principles, executing protokol rules, doing basic things on computer, working on keyboard, speed writing by F keyboard, writing in different languages, writing by different computer programmes, writing speedy formal texts, , effective
P05	Managing knowledge, working about written or online literature, informing about corporation, analyzing area and having information about changes.
P03	Setting meeting agenda, preparing for agenda and joining meeting, writing meeting minutes, preparing meetings between departments
P16	Developing bussiness ideas, lading opening procedures,starting business, operating management, human resorce, producing and marketing obligations, knowing customer and developing customer : Using foreign language in , Telephone calls, writing and reading, business texting and face to face communication .
P15	Solving the rate and ratio calculations, percentage,cost, sales price , profit and loss problems, diversity and interest and discount problems .
P14	Preparing text files by computer, preparing presentation, preparing files and tables by mathematical and logical operations, developing database and executing web operations
P10	Following document circulation, classifying and succeeding files, executing standart file plan , tracking file exchange processes,archiving and succeeding archive
P06	To have Consciousness and Knowledge on Atatürk's Principles and History of Revolution. Having a Good Turkish and Intermediate Level of English.
P18	

Assessment Methods and Criteria		
In-Term Studies	Quantity	Percentage
Mid-terms	1	%40
Quizzes	0	%0
Assignment	0	%0
Attendance	0	%0
Practice	0	%0
Project	0	%0
Final examination	1	%60
<b>Total</b>		<b>%100</b>

ECTS Allocated Based on Student Workload			
Activities	Quantity	Duration	Total Work Load
Course Duration	14	2	28
Hours for off-the-c.r.stud	14	1	14
Assignments	7	1	7
Presentation	0	0	0
Mid-terms	1	1	1
Practice	0	0	0
Laboratory	14	1	14
Project	0	0	0
Final examination	1	1	1
<b>Total Work Load</b>			<b>65</b>
<b>ECTS Credit of the Course</b>			<b>2</b>

**Contribution of Learning Outcomes to Programme Outcomes**

bbb

	P01	P02	P03	P04	P05	P06	P07	P08	P09	P10	P11	P12	P13	P14	P15	P16	P17	P18	P19	P20
C01	1	1	5	1	5	1	1	1	1	1	1	1	1	1	3	1	1	4	5	4
C02	1	1	5	1	5	1	1	1	1	1	1	1	1	1	3	1	1	4	5	4
C03	1	1	5	1	5	1	1	1	1	1	1	1	1	1	3	1	1	4	5	4
C04	1	1	3	1	3	1	1	1	1	1	1	1	1	1	4	1	1	4	3	3
C05	1	1	3	1	3	1	1	1	1	1	1	1	1	1	4	1	1	4	3	3
C06	1	1	3	1	3	1	1	1	1	1	1	1	1	1	4	1	1	4	3	3
C07	1	1	3	1	3	1	1	1	1	1	1	1	1	1	4	1	1	4	3	3
C08	1	1	3	1	3	1	1	1	1	1	1	1	1	1	4	1	1	4	3	3



# Tokat Gaziosmanpaşa University

Tokat Vocational School  
Office Management and Manager Assistant

BY2052 KEYBOARDING TECHNIQUES IV					
Semester	Course Unit Code	Course Unit Title	L+P	Credit	Number of ECTS Credits
4	BY2052	KEYBOARDING TECHNIQUES IV	3	2	3

**Mode of Delivery:**

Face to Face

**Language of Instruction:**

Turkish

**Level of Course Unit:**

Associate

**Work Placement(s):**

No

**Department / Program:**

Office Management and Manager Assistant

**Type of Course Unit:**

Elective

**Objectives of the Course:**

The scope of the course is to provide students with advanced speed and skills in writing petitions, minutes and business reports, and writing fast and clean writing.

**Teaching Methods and Techniques:**

Petition, Minute, Business Report, Footnotes-Bibliography Personal Promotion Tools, Fast Clean Writing.

**Prerequisites and co-requisites:****Course Coordinator:**

Instructor Kemal ERGÜN

**Name of Lecturers:**

Instructor Kemal ERGÜN

**Assistants:****Recommended or Required Reading**

<b>Resources</b>	Instructor; Kemal ERGÜN, Klavye Teknikleri Ders Notu, Tokat Meslek Yüksekokulu, 20. Baskı, Tokat, 2020.,Instructor; Kemal ERGÜN; Mesleki Yazışma Instructor; Kemal ERGÜN, Keyboard Techniques Lecture Note, Tokat Vocational School, 21st Edition, Tokat, 2021. Instructor; Kemal ERGÜN; Professional Correspondence Lecture Note, (Improved and Updated) 18. Edition, 2021.
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**Course Category**

<b>Mathematics and Basic Sciences</b> :	<b>Education</b> :
<b>Engineering</b> :	<b>Science</b> :
<b>Engineering Design</b> :	<b>Health</b> :
<b>Social Sciences</b> :	<b>Field</b> : 100

**Weekly Detailed Course Contents**

Week	Topics	Study Materials	Materials
1	Petition Writing		
2	Amount		
3	Sample Text Studies		
4	Business Reports		
5	Business Reports		
6	Business Reports		
7	Business Reports		
8	MIDTERM		
9	Business Reports		
10	Footnotes and Bibliographies		
11	Recruitment and Resume Statement		
12	Personal Promotion Tools – Resumes		
13	Speed and Clean Writing Studies		
14	Speed and Clean Writing Studies		
15	Speed and Clean Writing Studies		

**Course Learning Outcomes**

No	Learning Outcomes
C01	Can Edit Petitions, Minutes and Business Reports.
C02	Can edit footnotes and bibliographies.
C03	Can Edit Job Recruitment and Personal Promotion Tools.
C04	Can Do Speed ??and Clean Writing Studies.

**Program Learning Outcomes**

No	Learning Outcome
P09	Using technologic machines in office, using computer and communication devices, using technologic services
P02	Analyzing basic principles of Office management, organizing the office effectively, preparing business plan, managing crise and stress, analyzing basic secretary notions, exeminging features of secreta
P01	To help communication with all customers, personal contact, organizational contact, analyse and evaluate personel and organizational behaviour. To be able to shape the secretarial profession with
P20	Helping office and manager assistant duties in business life-II: Obeying ethic rules, helping secretaria and manager assistant duties, using technological devices, using computer office programmes, h
P19	Helping office and manager assistant duties in business life-I: helping communications with customers, doing public relation activities, executing protocol and social rules, following rights with laws, c
P17	Executing quality systems, developing quality substructure and executing quality standarts.
P13	Learning general information about accounting, accounts and processes of accounting system, transacting in asset and resource accounts, supporting front desk accounting operations, representin
P12	The concept of Economy,analyze opportunity costs and economic activities, Economic target,demand, supply and watch market equilibrium, National Income,Money,Analysis of Employment and Un
P11	Being able to recognise main bodies stated in the Constitution of Turkish Republic and analyse their relations; being able to recognise and analyse the relations of State Economic Enterprises, centr
P08	Observing laws basic concepts, systems and notion of right and right types, learning personel, family, product and obligation laws, prossesses, trials and contracts, learning employee and employer
P07	Developing image and strategy in public relations and keeping personel image positive and constant, observing ethic and conduct notions and conforming ethic principles, executing protokol rules;
P05	Doing basic things on computer, working on keybord, speed writing by F keyboard, writing in different languages, writing by different computer programmes, writing speedly formal texts, , effective
P04	Managing knowlede, working about written or online literature, informing about corporation, analyzing area and having information about changes.
P03	Setting meeting agenda, preparing for agenda and joining meeting, writing meeting minutes, preparing meetings between departments
P16	Developing bussiness ideas, lading opening procedures,starting business, operating management, human resorce, producing and marketing obligations, knowing customer and developing customer :
P15	Using foreign language in , Telephone calls, writing and reading, business texting and face to face communication .
P14	Solving the rate and ratio calculations, percentage, cost, sales price , profit and loss problems, diversity and interest and discount problems .
P10	Preparing text files by computer, preparing presentation, preparing files and tables by mathematical and logical operations, developing database and executing web operations
P06	Following document circulation, classifying and succeeding files, executing standart file plan , trakking file exchange processes,archiving and succeeding archive
P18	To have Consciousness and Knowledge on Atatürk's Principles and History of Revolution. Having a Good Turkish and Intermediate Level of English.

Assessment Methods and Criteria		
In-Term Studies	Quantity	Percentage
Mid-terms	1	%40
Quizzes	0	%0
Assignment	0	%0
Attendance	0	%0
Practice	0	%0
Project	0	%0
Final examination	1	%60
<b>Total</b>		<b>%100</b>

ECTS Allocated Based on Student Workload			
Activities	Quantity	Duration	Total Work Load
Course Duration	14	1	14
Hours for off-the-c.r.stud	14	2	28
Assignments	7	2	14
Presentation	0	0	0
Mid-terms	1	1	1
Practice	0	0	0
Laboratory	14	2	28
Project	0	0	0
Final examination	1	1	1
<b>Total Work Load</b>			<b>86</b>
<b>ECTS Credit of the Course</b>			<b>3</b>

Contribution of Learning Outcomes to Programme Outcomes																					
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bbb																					
	P01	P02	P03	P04	P05	P06	P07	P08	P09	P10	P11	P12	P13	P14	P15	P16	P17	P18	P19	P20	
C01	4	1	1	1	5	1	1	1	4	4	1	1	1	1	3	1	1	3	5	5	
C02	4	1	1	1	5	1	1	1	4	4	1	1	1	1	3	1	1	3	5	5	
C03	4	1	1	1	5	1	1	1	4	4	1	1	1	1	3	1	1	3	5	5	
C04	4	1	1	1	5	1	1	1	4	4	1	1	1	1	1	1	1	3	5	5	



# Tokat Gaziosmanpaşa University

Tokat Vocational School  
Office Management and Manager Assistant

BY2068		BUSINESS ETHICS			
Semester	Course Unit Code	Course Unit Title	L+P	Credit	Number of ECTS Credits
4	BY2068	BUSINESS ETHICS	2	2	2

**Mode of Delivery:**

Face to Face

**Language of Instruction:**

Turkish

**Level of Course Unit:**

Associate

**Work Placement(s):**

No

**Department / Program:**

Office Management and Manager Assistant

**Type of Course Unit:**

Elective

**Objectives of the Course:**

The course aimed to gain competencies related to professional ethics.

**Teaching Methods and Techniques:**

Examine the ethical and moral concepts of ethics and ethics review systems to investigate the factors involved in the formation of professional ethics of professional study to examine the results of corruption and unethical behavior in professional life to examine the concept of social responsibility

**Prerequisites and co-requisites:****Course Coordinator:**

Instructor Kemal ERGÜN

**Name of Lecturers:**

Instructor Mustafa UZER

**Assistants:****Recommended or Required Reading****Resources**

Menşure KOLÇAK; Meslek Etiği, Seçkin Yayıncılık, Ankara, 2013.,Alptekin SÖKMEN, Serdar TARAKÇIOĞLU; Mesleki Etik, Detay Yayıncılık, Ankara, 2011.  
Prof. Dr. Menşure KOLÇAK; Meslek Etiği, 4. Baskı, Ekin Yayın Evi,  
ISBN 9786053277149, Ankara, 2018.

**Course Category**

**Mathematics and Basic Sciences :**  
**Engineering :**  
**Engineering Design :**  
**Social Sciences :** 70

**Education :**  
**Science :**  
**Health :**  
**Field :** 30

**Weekly Detailed Course Contents**

Week	Topics	Study Materials	Materials
1	Ethics and Morality		
2	Definition of Modern Ethic, main approaches on ethics		
3	Elements of Morality		
4	Professional ethic		
5	Vocational corruption		
6	Discourse and ethics		
7	Overview on the concept of moral and ethics		
8	MIDTERM		
9	Ethical Values		
10	Ethical Values in Application Process		
11	Ethical Values in Application Process		
12	Privacy: Privacy and the Sanctity of Private Lives		
13	Case Study: Principles in Professional Ethics.		
14	Case Study: Principles in Professional Ethics.		

**Course Learning Outcomes**

No	Learning Outcomes
C01	discuss moral concept.
C02	explain concept of ethics.
C03	debate interaction of ethics on profession.

**Program Learning Outcomes**

No	Learning Outcome
P09	Using technologic machines in office, using computer and communication devices, using technologic services
P02	Analyzing basic principles of Office management, organizing the office effectively, preparing business plan, managing crisis and stress, analyzing basic secretary notions, examining features of secretarial profession
P01	To help communication with all customers, personal contact, organizational contact, analyse and evaluate personnel and organizational behaviour. To be able to shape the secretarial profession with
P20	Helping office and manager assistant duties in business life-II: Obeying ethic rules, helping secretaria and manager assistant duties, using technological devices, using computer office programmes, helping
P19	Helping office and manager assistant duties in business life-I: helping communications with customers, doing public relation activities, executing protocol and social rules, following rights with laws, helping
P17	Executing quality systems, developing quality substructure and executing quality standards.
P13	Learning general information about accounting, accounts and processes of accounting system, transacting in asset and resource accounts, supporting front desk accounting operations, representing
P12	The concept of Economy,analyze opportunity costs and economic activities, Economic target,demand, supply and watch market equilibrium, National Income,Money,Analysis of Employment and Un
P11	Being able to recognise main bodies stated in the Constitution of Turkish Republic and analyse their relations; being able to recognise and analyse the relations of State Economic Enterprises, central
P08	Observing laws basic concepts, systems and notion of right and right types, learning personnel, family, product and obligation laws, processes, trials and contracts, learning employee and employer
P07	Developing image and strategy in public relations and keeping personnel image positive and constant, observing ethic and conduct notions and conforming ethic principles, executing protokol rules,
P05	Doing basic things on computer, working on keyboard, speed writing by F keyboard, writing in different languages, writing by different computer programmes, writing speedly formal texts, , effective
P04	Managing knowledge, working about written or online literature, informing about corporation, analyzing area and having information about changes.
P03	Setting meeting agenda, preparing for agenda and joining meeting, writing meeting minutes, preparing meetings between departments
P16	Developing business ideas, lading opening procedures,starting business, operating management, human resource, producing and marketing obligations, knowing customer and developing customer :
P15	Using foreign language in , Telephone calls, writing and reading, business texting and face to face communication .
P14	Solving the rate and ratio calculations, percentage,cost, sales price , profit and loss problems, diversity and interest and discount problems .
P10	Preparing text files by computer, preparing presentation, preparing files and tables by mathematical and logical operations, developing database and executing web operations
P06	Following document circulation, classifying and succeeding files, executing standart file plan , tracking file exchange processes,archiving and succeeding archive
P18	To have Consciousness and Knowledge on Atatürk's Principles and History of Revolution. Having a Good Turkish and Intermediate Level of English.





# Tokat Gaziosmanpaşa University

Tokat Vocational School  
Office Management and Manager Assistant

BY2084 OFFICE PROGRAMS II					
Semester	Course Unit Code	Course Unit Title	L+P	Credit	Number of ECTS Credits
4	BY2084	OFFICE PROGRAMS II	2	2	3

**Mode of Delivery:**

Face to Face

**Language of Instruction:**

Turkish

**Level of Course Unit:**

Associate

**Work Placement(s):**

No

**Department / Program:**

Office Management and Manager Assistant

**Type of Course Unit:**

Elective

**Objectives of the Course:**

To be able to do operations related to Electronic Presentation Software (MS PowerPoint).

**Teaching Methods and Techniques:**

Electronic Presentation Software (MS PowerPoint) Related Operations.

**Prerequisites and co-requisites:****Course Coordinator:**

Instructor Kemal ERGÜN

**Name of Lecturers:**

Instructor Cihangir CENGİZ

**Assistants:****Recommended or Required Reading**

**Resources** Joan Preppernau and Joyce Cox; Adım adım Microsoft Office Powerpoint 2007, Arkadaş Yayınevi 2008.,Curtis D. Frye; Adım adım Microsoft Excel 2010 Osman GÜRKAN; Microsoft Office 2016, Nirvana Yayınları, Sözcü Kitabevi, Ankara 2016.

**Course Category**

<b>Mathematics and Basic Sciences</b> :	<b>Education</b> :
<b>Engineering</b> :	<b>Science</b> :
<b>Engineering Design</b> :	<b>Health</b> :
<b>Social Sciences</b> :	<b>Field</b> : 100

**Weekly Detailed Course Contents**

Week	Topics	Study Materials	Materials
1	Harmony Week		
2	Ability to Identify Electronic Presentation		
3	Menus of Electronic Presentation Program		
4	Ability to Define Electronic Presentation Program Commands		
5	Menu and Command Applications		
6	Principles and General Principles		
7	To be able to apply the principles and general principles		
8	MIDTERM		
9	Various Applications		
10	Defining Electronic Presentation Program		
11	Examples		
12	Examples		
13	Continue to Define Electronic Presentation Program		
14	Ability to Prepare an Electronic Presentation in a Way That Best Reflects Its Purpose		
15	Ability to Present an Electronic Presentation in a Way That Best Reflects Its Purpose		

**Course Learning Outcomes**

No	Learning Outcomes
C01	Gaining European union Computer Literacy basic level 3rd and 4th module skills.

**Program Learning Outcomes**

No	Learning Outcome
P09	Using technologic machines in office, using computer and communication devices, using technologic services
P02	Analyzing basic principles of Office management, organizing the office effectively, preparing business plan, managing crise and stress, analyzing basic secretary notions, examining features of secreta
P01	To help communication with all customers, personal contact, organizational contact, analyse and evaluate personel and organizational behaviour. To be able to shape the secretarial profession with
P20	Helping office and manager assistant duties in business life-II: Obeying ethic rules, helping secretaria and manager assistant duties, using technological devices, using computer office programmes, h
P19	Helping office and manager assistant duties in business life-I: helping communications with customers, doing public relation activities, executing protocol and social rules, following rights with laws, c
P17	Executing quality systems, developing quality substructure and executing quality standarts.
P13	Learning general information about accounting, accounts and processes of accounting system, transacting in asset and resource accounts, supporting front desk accounting operations, representin
P12	The concept of Economy,analyze opportunity costs and economic activities, Economic target,demand, supply and watch market equilibrium, National Income,Money,Analysis of Employment and Un
P11	Being able to recognise main bodies stated in the Constitution of Turkish Republic and analyse their relations; being able to recognise and analyse the relations of State Economic Enterprises, centr
P08	Observing laws basic concepts, systems and notion of right and right types, learning personel, family, product and obligation laws, prossesses, trials and contracts, learning employee and employer
P07	Developing image and strategy in public relations and keeping personel image positive and constant, observing ethic and conduct notions and conforming ethic principles, executing protokol rules,
P05	Doing basic things on computer, working on keyboard, speed writing by F keyboard, writing in different languages, writing by different computer programmes, writing speedly formal texts, , effective
P04	Managing knowledge, working about written or online literature, informing about corporation, analyzing area and having information about changes.
P03	Setting meeting agenda, preparing for agenda and joining meeting, writing meeting minutes, preparing meetings between departments
P16	Developing business ideas, lading opening procedures,starting business, operating management, human resorce, producing and marketing obligations, knowing customer and developing customer :
P15	Using foreign language in , Telephone calls, writing and reading, business textind and face to face communication .
P14	Solving the rate and ratio calculations, percentage, cost, sales price , profit and loss problems, diversity and interest and discount problems .
P10	Preparing text files by computer, preparing presentation, preparing files and tables by mathematical and logical operations, developing database and executing web apertions
P06	Following document circulation, classifying and succeeding files, executing standart file plan , trakking file exchange processes,archiving and succeeding archive
P18	To have Consciousness and Knowledge on Atatürk's Principles and History of Revolution. Having a Good Turkish and Intermediate Level of English.

Assessment Methods and Criteria		
In-Term Studies	Quantity	Percentage
Mid-terms	1	%40
Quizzes	0	%0
Assignment	0	%0
Attendance	0	%0
Practice	0	%0
Project	0	%0
Final examination	1	%60
<b>Total</b>		<b>%100</b>

ECTS Allocated Based on Student Workload			
Activities	Quantity	Duration	Total Work Load
Course Duration	14	3	42
Hours for off-the-c.r.stud	14	1	14
Assignments	14	1	14
Presentation	2	2	4
Mid-terms	1	1	1
Practice	7	3	21
Laboratory	0	0	0
Project	0	0	0
Final examination	1	1	1
<b>Total Work Load</b>			<b>97</b>
<b>ECTS Credit of the Course</b>			<b>3</b>

Contribution of Learning Outcomes to Programme Outcomes																					
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bbb																					
	P01	P02	P03	P04	P05	P06	P07	P08	P09	P10	P11	P12	P13	P14	P15	P16	P17	P18	P19	P20	
C01	1	1	1	4	5	1	1	1	5	5	1	1	4	1	1	1	1	1	3	5	

**Program Learning Outcomes**

No	Learning Outcome
P09	Using technologic machines in office, using computer and communication devices, using technologic services
P02	Analyzing basic principles of Office management, organizing the office effectively, preparing business plan, managing crise and stress, analyzing basic secretary notions, examining features of secreta
P01	To help communication with all customers, personal contact, organizational contact, analyse and evaluate personel and organizational behaviour. To be able to shape the secretarial profession with
P20	Helping office and manager assistant duties in business life-II: Obeying ethic rules, helping secretaria and manager assistant duties, using technological devices, using computer office programmes, c
P19	Helping office and manager assistant duties in business life-I: helping communications with customers, doing public relation activities, executing protocol and social rules, following rights with laws, c
P17	Executing quality systems, developing quality substructure and executing quality standarts.
P13	Learning general information about accounting, accounts and processes of accounting system, transacting in assesst and resource accounts, supporting front desk accounting operations, representin
P12	The concept of Economy,analyze opportunity costs and economic activities, Economic target,demand, supply and watch market equilibrium, National Income,Money,Analysis of Employment and Un
P11	Being able to recognise main bodies stated in the Constitution of Turkish Republic and analyse their relations; being able to recognise and analyse the relations of State Economic Enterprises, centr
P08	Observing laws basic concepts, systems and notion of right and right types, learning personel, family, product and obligation laws, posseseses, trials and contracts, learning employee and employer
P07	Developing image and strategy in public relations and keeping personel image positive and constant, observing ethic and conduct notions and comforming ethic principles, executing protokol rules,
P05	Doing basic things on computer, working on keyboard, speed writing by F keyboard, writing in different languages, writing by different computer programmes, writing speedly formal texts, , effective
P04	Managing knowledge, working about written or online literature, informing about corporation, analyzing area and having information about changes.
P03	Setting meeting agenda, preparing for agenda and joining meeting, writing meeting minutes, preparing meetings between departments
P16	Developing bussiness ideas, lading opening procedures,starting business, operating management, human resorce, producing and marketing obligations, knowing customer and developing customer :
P15	Using foreign language in , Telephone calls, writing and reading, business texting and face to face communication .
P14	Solving the rate and ratio calculations, percentage, cost, sales price , profit and loss problems, diversity and interest and discount problems
P10	Preparing text files by computer, preparing presentation, preparing files and tables by mathematical and logical operations, developing database and executing web aperations
P06	Following document circulation, classifying and succeeding files, executing standart file plan , trakking file exchange processes,archieving and succeeding archive
P18	To have Consciousness and Knowledge on Atatürk's Principles and History of Revolution. Having a Good Turkish and Intermediate Level of English.

Assessment Methods and Criteria			ECTS Allocated Based on Student Workload			
In-Term Studies	Quantity	Percentage	Activities	Quantity	Duration	Total Work Load
Mid-terms	0	%0	Course Duration	0	0	0
Quizzes	0	%0	Hours for off-the-c.r.stud	0	0	0
Assignment	0	%0	Assignments	0	0	0
Attendance	0	%0	Presentation	0	0	0
Practice	0	%0	Mid-terms	0	0	0
Project	0	%0	Practice	0	0	0
Final examination	0	%0	Laboratory	0	0	0
<b>Total</b>		<b>%0</b>	Project	0	0	0
			Final examination	0	0	0
			<b>Total Work Load</b>			<b>0</b>
			<b>ECTS Credit of the Course</b>			<b>0</b>

**Contribution of Learning Outcomes to Programme Outcomes**



**Program Learning Outcomes**

No	Learning Outcome
P09	Using technologic machines in office, using computer and communication devices, using technologic services
P02	Analyzing basic principles of Office management, organizing the office effectively, preparing business plan, managing crise and stress, analyzing basic secretary notions, examining features of secreta
P01	To help communication with all customers, personal contact, organizational contact, analyse and evaluate personel and organizational behaviour. To be able to shape the secretarial profession with
P20	Helping office and manager assistant duties in business life-II: Obeying ethic rules, helping secretaria and manager assistant duties, using technological devices, using computer office programmes, c
P19	Helping office and manager assistant duties in business life-I: helping communications with customers, doing public relation activities, executing protocol and social rules, following rights with laws, c
P17	Executing quality systems, developing quality substructure and executing quality standarts.
P13	Learning general information about accounting, accounts and processes of accounting system, transacting in assesst and resource accounts, supporting front desk accounting operations, representin
P12	The concept of Economy,analyze opportunity costs and economic activities, Economic target,demand, supply and watch market equilibrium, National Income,Money,Analysis of Employment and Un
P11	Being able to recognise main bodies stated in the Constitution of Turkish Republic and analyse their relations; being able to recognise and analyse the relations of State Economic Enterprises, centr
P08	Observing laws basic concepts, systems and notion of right and right types, learning personel, family, product and obligation laws, posseseses, trials and contracts, learning employee and employer
P07	Developing image and strategy in public relations and keeping personel image positive and constant, observing ethic and conduct notions and comforming ethic principles, executing protokol rules,
P05	Doing basic things on computer, working on keyboard, speed writing by F keyboard, writing in different languages, writing by different computer programmes, writing speedly formal texts, , effective
P04	Managing knowledge, working about written or online literature, informing about corporation, analyzing area and having information about changes.
P03	Setting meeting agenda, preparing for agenda and joining meeting, writing meeting minutes, preparing meetings between departments
P16	Developing bussiness ideas, lading opening procedures,starting business, operating management, human resorce, producing and marketing obligations, knowing customer and developing customer :
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Assessment Methods and Criteria			ECTS Allocated Based on Student Workload			
In-Term Studies	Quantity	Percentage	Activities	Quantity	Duration	Total Work Load
Mid-terms	0	%0	Course Duration	0	0	0
Quizzes	0	%0	Hours for off-the-c.r.stud	0	0	0
Assignment	0	%0	Assignments	0	0	0
Attendance	0	%0	Presentation	0	0	0
Practice	0	%0	Mid-terms	0	0	0
Project	0	%0	Practice	0	0	0
Final examination	0	%0	Laboratory	0	0	0
<b>Total</b>		<b>%0</b>	Project	0	0	0
			Final examination	0	0	0
			<b>Total Work Load</b>			<b>0</b>
			<b>ECTS Credit of the Course</b>			<b>0</b>

**Contribution of Learning Outcomes to Programme Outcomes**



**Program Learning Outcomes**

No	Learning Outcome
P09	Using technologic machines in office, using computer and communication devices, using technologic services
P02	Analyzing basic principles of Office management, organizing the office effectively, preparing business plan, managing crise and stress, analyzing basic secretary notions, examining features of secreta
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P05	Doing basic things on computer, working on keyboard, speed writing by F keyboard, writing in different languages, writing by different computer programmes, writing speedly formal texts, , effective
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P18	To have Consciousness and Knowledge on Atatürk's Principles and History of Revolution. Having a Good Turkish and Intermediate Level of English.

Assessment Methods and Criteria			ECTS Allocated Based on Student Workload			
In-Term Studies	Quantity	Percentage	Activities	Quantity	Duration	Total Work Load
Mid-terms	0	%0	Course Duration	0	0	0
Quizzes	0	%0	Hours for off-the-c.r.stud	0	0	0
Assignment	0	%0	Assignments	0	0	0
Attendance	0	%0	Presentation	0	0	0
Practice	0	%0	Mid-terms	0	0	0
Project	0	%0	Practice	0	0	0
Final examination	0	%0	Laboratory	0	0	0
<b>Total</b>		<b>%0</b>	Project	0	0	0
			Final examination	0	0	0
			<b>Total Work Load</b>			<b>0</b>
			<b>ECTS Credit of the Course</b>			<b>0</b>

**Contribution of Learning Outcomes to Programme Outcomes**





# Tokat Gaziosmanpaşa University

Tokat Vocational School  
Office Management and Manager Assistant

BY2078 SECRETARYSHIP BEHAVIOUR					
Semester	Course Unit Code	Course Unit Title	L+P	Credit	Number of ECTS Credits
4	BY2078	SECRETARYSHIP BEHAVIOUR	2	2	2

#### Mode of Delivery:

Face to Face

#### Language of Instruction:

Turkish

#### Level of Course Unit:

Associate

#### Work Placement(s):

No

#### Department / Program:

Office Management and Manager Assistant

#### Type of Course Unit:

Elective

#### Objectives of the Course:

Important in the life of today's business secretary has come to our face as a profession. Secretaries of the right hand should be regarded as administrator. Are the closest assistant secretary of the Administrator. The best way to evaluate the manager's time, directing the business planning and business plan administrator is the office staff. In this context the importance of the secretarial profession, characteristics, all the competencies required of the profession will be emphasized.

#### Teaching Methods and Techniques:

General information about the Secretariat, the secretariat will make the profession needs to have features in people, professional knowledge and skills required by the clutch and show the behavior of sekretary.

#### Prerequisites and co-requisites:

#### Course Coordinator:

Instructor Kemal ERGÜN

#### Name of Lecturers:

Instructor Mustafa UZER

#### Assistants:

#### Recommended or Required Reading

**Resources** Öğr.Gör.Kemal ERGÜN, SEKRETERLİK DAVRANIŞLARI DERS NOTU, Tokat Meslek Yüksekokulu Yayınları No:04, Ders Notları Serisi No:02, Tokat 2001., Abdülaziz EDİZ, Mehmet ALTINÖZ, Sekreterlik Davranışları, İzmir Ticaret Odası Yayınları, İzmir 2002.

#### Course Category

<b>Mathematics and Basic Sciences</b> :	<b>Education</b> :
<b>Engineering</b> :	<b>Science</b> :
<b>Engineering Design</b> :	<b>Health</b> :
<b>Social Sciences</b> : 20	<b>Field</b> : 80

#### Weekly Detailed Course Contents

Week	Topics	Study Materials	Materials
1	Behaviour and basic principles		
2	Social behaviour and roles		
3	Diciplines which generates behaviours		
4	Diciplines which generates behaviours		
5	Efficiency behaviours on secretary		
6	Planning for secretary's psychological efficiency		
7	Planning behaviours of secretary		
8	MIDTERM		
9	Importance of planning behaviours for secretary		
10	Secretary behaviour in business life		
11	Social efficiency in secretary		
12	Social efficiency in secretary		
13	Secretary personality in business life		
14	personality of secretary and psychological impact		
15	Important points about choosing proper job		

#### Course Learning Outcomes

No	Learning Outcomes
C01	Behavioral adaption of secretary to organisational efficiency
C02	Identifying reflections of social and psychological situations to business life
C03	Approving secretary personality in business life

#### Program Learning Outcomes

No	Learning Outcome
P09	Using technologic machines in office, using computer and communication devices, using technologic services
P02	Analyzing basic principles of Office management, organizing the office effectively, preparing business plan, managing crise and stress, analyzing basic secretary notions, examining features of secreta
P01	To help communication with all customers, personal contact, organizational contact, analyse and evaluate personel and organizational behaviour. To be able to shape the secretarial profession with
P20	Helping office and manager assistant duties in business life-II: Obeying ethic rules, helping secretaria and manager assistant duties, using technological devices, using computer office programmes, h
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P11	Being able to recognise main bodies stated in the Constitution of Turkish Republic and analyse their relations; being able to recognise and analyse the relations of State Economic Enterprises, centr
P08	Observing laws basic concepts, systems and notion of right and right types, learning personel, family, product and obligation laws, prossesses, trials and contracts, learning employee and employer.
P07	Developing image and strategy in public relations and keeping personel image positive and constant, observing ethic and conduct notions and conforming ethic principles, executing protokol rules,
P05	Doing basic things on computer, working on keybord, speed writing by F keyboard, writing in different languages, writing by different computer programmes, writing speedly formal texts, , effective
P04	Managing knowledge, working about written or online literature, informing about corporation, analyzing area and having information about changes.
P03	Setting meeting agenda, preparing for agenda and joining meeting, writing meeting minutes, preparing meetings between departments
P16	Developing bussiness ideas, lading opening procedures,starting bussiness, operating management, human resorce, producing and marketing obligations, knowing customer and developing customer :
P15	Using foreign language in , Telephone calls, writing and reading, business texting and face to face communication .
P14	Solving the rate and ratio calculations, percentage, cost, sales price , profit and loss problems, diversity and interest and discount problems .
P10	Preparing text files by computer, preparing presentation, preparing files and tables by mathematical and logical operations, developing database and executing web operations
P06	Following document circulation, classifying and succeeding files, executing standart file plan , trakking file exchange processes, archieving and succeeding archive
P18	To have Consciousness and Knowledge on Atatürk's Principles and History of Revolution. Having a Good Turkish and Intermediate Level of English.





# Tokat Gaziosmanpaşa University

Tokat Vocational School  
Office Management and Manager Assistant

BY2082 SECTOR APPLICATIONS II					
Semester	Course Unit Code	Course Unit Title	L+P	Credit	Number of ECTS Credits
4	BY2082	SECTOR APPLICATIONS II	4	3	4

**Mode of Delivery:**

Face to Face

**Language of Instruction:**

Turkish

**Level of Course Unit:**

Associate

**Work Placement(s):**

No

**Department / Program:**

Office Management and Manager Assistant

**Type of Course Unit:**

Elective

**Objectives of the Course:**

To prepare for life and train the qualified manpower that the business world needs by practicing the knowledge, skills, behaviors and habits of working together in the business environment, which are given to our students for the profession of Office Management and executive Assistant

**Teaching Methods and Techniques:**

Within the scope of the Sector Applications course; to develop theoretically acquired professional knowledge, skills and competencies/competencies for practice.

**Prerequisites and co-requisites:****Course Coordinator:**

Instructor Kemal ERGÜN

**Name of Lecturers:**

Instructor Kemal ERGÜN Instructor Mustafa UZER

**Assistants:****Recommended or Required Reading**

**Resources** Sector Practices Course Student Application Directive, Yrd. Doç. Dr. Nazan ÖZTÜRK BAŞPINAR; Büro Yönetimi ve Yönetici Asistanlığında Örnek Olay Anı Defteri  
Sector Practices Course Student Application Directive

**Course Category**

<b>Mathematics and Basic Sciences :</b>	<b>Education :</b>
<b>Engineering :</b>	<b>Science :</b>
<b>Engineering Design :</b>	<b>Health :</b>
<b>Social Sciences :</b>	<b>Field : 100</b>

**Weekly Detailed Course Contents**

Week	Topics	Study Materials	Materials
1	Presentation of the course content, determination of the organization where the students will practice and distribution.		
2	Effective and Beautiful Speaking Practices.(Sample Incident Analysis)		
3	Basic Law and Labor Law Practices.(Sample Incident Analysis)		
4	Technology Usage Practices in Offices.(Sample Incident Analysis)		
5	Office Programs Applications.(Sample Incident Analysis)		
6	Public-Private Sector Relations Practices.(Sample Incident Analysis)		
7	Economics Practices.(Sample Incident Analysis)		
8	MIDTERM		
9	Accounting and Computer Accounting Software Applications.(Sample Incident Analysis)		
10	Commercial Calculation Applications.(Sample Incident Analysis)		
11	Professional Foreign Language Practices.(Sample Incident Analysis)		
12	Organization Applications.(Sample Incident Analysis)		
13	Management and Organization Practices.(Sample Incident Analysis)		
14	Total Quality Management Practices.(Sample Incident Analysis)		
15	Assisting in Office and Executive Assistant Transactions in the Industry-I(Sample Incident Analysis)		

**Course Learning Outcomes**

No	Learning Outcomes
C01	Implements Effective and Good Speech, Basic Law and Labor Law, and Use of Technology in Offices.
C02	Makes Office Programs, Public-Private Sector Relations and Economy Practices.
C03	Performs Accounting and Computer Accounting Software, Commercial Calculation and Professional Foreign Language Applications.
C04	Assists Office and Executive Assistant Transactions in Business, Management and Organization, Total Quality Management Issues in the Sector.

**Program Learning Outcomes**

No	Learning Outcome
P09	Using technologic machines in office, using computer and communication devices, using technologic services
P02	Analyzing basic principles of Office management, organizing the office effectively, preparing business plan, managing crise and stress, analyzing basic secretary notions, examining features of secretarial profession with all customers, personal contact, organizational contact, analyse and evaluate personnel and organizational behaviour. To be able to shape the secretarial profession with
P01	Helping office and manager assistant duties in business life-II: Obeying ethic rules, helping secretaria and manager assistant duties, using technological devices, using computer office programmes, h
P20	Helping office and manager assistant duties in business life-I: helping communications with customers, doing public relation activities, executing protocol and social rules, following rights with laws, c
P19	Helping office and manager assistant duties in business life-I: helping communications with customers, doing public relation activities, executing protocol and social rules, following rights with laws, c
P17	Executing quality systems, developing quality substructure and executing quality standarts.
P13	Learning general information about accounting, accounts and processes of accounting system, transacting in asset and resource accounts, supporting front desk accounting operations, representin
P12	The concept of Economy,analyze opportunity costs and economic activities, Economic target,demand, supply and watch market equilibrium, National Income,Money,Analysis of Employment and Un
P11	Being able to recognise main bodies stated in the Constitution of Turkish Republic and analyse their relations; being able to recognise and analyse the relations of State Economic Enterprises, centr
P08	Observing laws basic concepts, systems and notion of right and right types, learning personel, family, product and obligation laws, prossesses, trials and contracts, learning employee and employer
P07	Developing image and strategy in public relations and keeping personel image positive and constant, observing ethic and conduct notions and conforming ethic principles, executing protokol rules, , effective
P05	Doing basic things on computer, working on keyboard, speed writing by F keyboard, writing in different languages, writing by different computer programmes, writing speedly formal texts, , effective
P04	Managing knowledge, working about written or online literature, informing about corporation, analyzing area and having information about changes.
P03	Setting meeting agenda, preparing for agenda and joining meeting, writing meeting minutes, preparing meetings between departments
P16	Developing business ideas, lading opening procedures,starting business, operating management, human resource, producing and marketing obligations; knowing customer and developing customer ;
P15	Using foreign language in , Telephone calls, writing and reading, business texting and face to face communication .
P14	Solving the rate and ratio calculations, percentage,cost, sales price , profit and loss problems, diversity and interest and discount problems
P10	Preparing text files by computer, preparing presentation, preparing files and tables by mathematical and logical operations, developing database and executing web operations
P06	Following document circulation, classifying and succeeding files, executing standart file plan , traking file exchange processes,archiving and succeeding archive
P18	To have Consciousness and Knowledge on Atatürk's Principles and History of Revolution. Having a Good Turkish and Intermediate Level of English.

Assessment Methods and Criteria		
In-Term Studies	Quantity	Percentage
Mid-terms	1	%40
Quizzes	0	%0
Assignment	0	%0
Attendance	0	%0
Practice	0	%0
Project	0	%0
Final examination	1	%60
<b>Total</b>		<b>%100</b>

ECTS Allocated Based on Student Workload			
Activities	Quantity	Duration	Total Work Load
Course Duration	14	4	56
Hours for off-the-c.r.stud	14	4	56
Assignments	0	0	0
Presentation	4	1	4
Mid-terms	1	1	1
Practice	4	1	4
Laboratory	4	1	4
Project	0	0	0
Final examination	1	1	1
<b>Total Work Load</b>			<b>126</b>
<b>ECTS Credit of the Course</b>			<b>4</b>

Contribution of Learning Outcomes to Programme Outcomes																					
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	P01	P02	P03	P04	P05	P06	P07	P08	P09	P10	P11	P12	P13	P14	P15	P16	P17	P18	P19	P20	
C01	1	1	1	1	1	1	1	5	5	3	4	2	2	2	5	1	1	1	5	4	
C02	1	1	1	1	1	1	1	1	3	5	5	5	2	2	1	1	1	1	5	4	
C03	1	1	1	1	1	1	1	1	3	3	1	2	5	5	1	1	1	1	5	5	
C04	1	1	1	1	1	1	1	4	4	4	5	4	4	4	4	5	5	1	5	5	



# Tokat Gaziosmanpaşa University

Tokat Vocational School  
Office Management and Manager Assistant

BY2004 EXECUTIVE ASSISTANTSHIP					
Semester	Course Unit Code	Course Unit Title	L+P	Credit	Number of ECTS Credits
4	BY2004	EXECUTIVE ASSISTANTSHIP	4	4	4

#### Mode of Delivery:

Face to Face

#### Language of Instruction:

Turkish

#### Level of Course Unit:

Associate

#### Work Placement(s):

No

#### Department / Program:

Office Management and Manager Assistant

#### Type of Course Unit:

Required

#### Objectives of the Course:

This lesson will provide students to gain the competencies of the executive secretariat

#### Teaching Methods and Techniques:

Secretarial profession in the world and in Turkey, Concepts related to the secretariat, Secretary types, Personality characteristics of the secretary, Personality characteristics of the secretary, Professional characteristics of the secretary, Professional practice of the secretary, Professional practice of the secretary, executive assistant historical development, executive assistant location and importance, The significance of the administrator assistant, executive assistant features, executive assistant features, executive assistant difference with other employees, executive assistant difference with other employees, Assistant manager gap in communication

#### Prerequisites and co-requisites:

#### Course Coordinator:

Instructor Kemal ERGÜN

#### Name of Lecturers:

Instructor Changir CENGİZ Instructor Kemal ERGÜN

#### Assistants:

#### Recommended or Required Reading

##### Resources

Nuran Öztürk BAŞPINAR; Yönetici Sekreteri Gözüyle YÖNETİCİ SEKRETERLİĞİNDEN YÖNETİCİ ASİSTANLIĞINA, 3.Baskı, Nobel Yayını, Ankara, Ekim 20  
Instructor Kemal ERGÜN, Executive Assistant Lecture Note, Tokat, 2021.

#### Course Category

Mathematics and Basic Sciences :

Engineering :

Engineering Design :

Social Sciences :

Education :

Science :

Health :

Field :

100

#### Weekly Detailed Course Contents

Week	Topics	Study Materials	Materials
1	Secretarial and Executive Assistantship		
2	Development of the Secretarial Profession		
3	Levels of Responsibility of Secretaries		
4	Types of Secretariat		
5	Executive Assistantship		
6	Key Characteristics of a Successful Secretary		
7	Basic Duties and Responsibilities of Secretaries		
8	MIDTERM		
9	Special Duties and Responsibilities for the Executive Assistant		
10	Collaboration with the Manager-Team Work		
11	Effective Communication on the Phone		
12	Personal Image Management-Success Factors in Clothing		
13	Professionalism and Ethics		
14	Business Life and Personal Development Strategies		
15	Career Development of the Executive Assistant		

#### Course Learning Outcomes

##### No Learning Outcomes

C01	Explains executive assistants aims and importance basically
C02	Realize duties and responsibilities which requires for executive assistants
C03	Realize a productive team with his/her executive
C04	Explain contribution of the executive assistant the managerial functions
C05	Apply secretarial ethics

#### Program Learning Outcomes

##### No Learning Outcome

P09	Using technologic machines in office, using computer and communication devices, using technologic services
P02	Analyzing basic principles of Office management, organizing the office effectively, preparing business plan, managing crise and stress, analyzing basic secretary notions, examining features of secreta
P01	To help communication with all customers, personal contact, organizational contact, analyse and evaluate personel and organizational behaviour. To be able to shape the secretarial profession with
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P18	To have Consciousness and Knowledge on Atatürk's Principles and History of Revolution. Having a Good Turkish and Intermediate Level of English.

Assessment Methods and Criteria		
In-Term Studies	Quantity	Percentage
Mid-terms	1	%40
Quizzes	0	%0
Assignment	0	%0
Attendance	0	%0
Practice	0	%0
Project	0	%0
Final examination	1	%60
<b>Total</b>		<b>%100</b>

ECTS Allocated Based on Student Workload			
Activities	Quantity	Duration	Total Work Load
Course Duration	14	4	56
Hours for off-the-c.r.stud	14	3	42
Assignments	2	4	8
Presentation	2	4	8
Mid-terms	1	1	1
Practice	14	1	14
Laboratory	0	0	0
Project	0	0	0
Final examination	1	1	1
<b>Total Work Load</b>			<b>130</b>
<b>ECTS Credit of the Course</b>			<b>4</b>

**Contribution of Learning Outcomes to Programme Outcomes**

bbb																				
	P01	P02	P03	P04	P05	P06	P07	P08	P09	P10	P11	P12	P13	P14	P15	P16	P17	P18	P19	P20
C01	1	4	2	2	2	1	5	1	1	1	1	1	1	1	1	1	1	1	5	5
C02	1	4	2	2	5	5	5	1	4	4	4	4	4	4	5	1	4	1	5	5
C03	2	4	2	2	3	2	5	1	1	1	1	1	1	1	4	1	4	1	5	5
C04	1	5	2	2	2	2	5	1	2	2	3	2	2	2	5	3	4	1	5	5
C05	1	4	2	2	2	1	5	1	1	1	1	1	1	1	3	1	3	1	5	5