

## SECRETARIAL KNOWLEDGE

1	Course Title:	SECRETARIAL KNOWLEDGE
2	Course Code:	BYAS018
3	Type of Course:	Optional
4	Level of Course:	Short Cycle
5	Year of Study:	1
6	Semester:	2
7	ECTS Credits Allocated:	3.00
8	Theoretical (hour/week):	2.00
9	Practice (hour/week):	0.00
10	Laboratory (hour/week):	0
11	Prerequisites:	None
12	Language:	Turkish
13	Mode of Delivery:	Face to face
14	Course Coordinator:	Öğr. Gör. Dr. BERRAK DENİZ ÇETİNKAYA
15	Course Lecturers:	Meslek Yüksekokulları' nın Yönetim Kurullarının görevlendirdiği öğretim elemanları
16	Contact information of the Course Coordinator:	bdenizcetinkaya@uludag.edu.tr U.Ü.Orhaneli Meslek Yüksekokulu 0224 294 2686
17	Website:	
18	Objective 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.
19	Contribution of the Course to Professional Development:	Thanks to the information obtained about the secretarial profession, it will contribute to adapt to the working life more quickly and to provide the infrastructure for professional practices.
20	Learning Outcomes:	
	1	Identify the job
	2	Understanding the development of the job
	3	Understanding types of secretary
	4	Understanding duty and responsibility of the secretary
	5	Relationships between secretary and manager
	6	Main features of secretary
	7	Significance of communication skills
	8	Developing organization skills
	9	Learning rules of protocol
	10	Significance of physical appearance
21	Course Content:	
	<b>Course Content:</b>	
Week	Theoretical	Practice
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 EXAM, COURSE REPETITION			
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 Expectation of managers from secretary			
Activites		Number	Duration (hour)	Total Work Load (hour)
Theoretical		introductions, legislation	2.00	28.00
Practicals/Labs		0	0.00	0.00
TERM LEARNING ACTIVITIES		NUMBER	WEIGHT	
Self study and preparation		14	1.00	14.00
Homeworks		0	0.00	0.00
Projects		0	0.00	0.00
Quiz		0	0.00	0.00
Field Studies		0	0.00	0.00
Midterm exams		1	13.00	13.00
Final Exam		1	60.00	60.00
Others		3	5.00	15.00
Final Exams		1	20.00	20.00
Contribution of Term (Year) Learning Activities to		40.00		
Total Work Load				90.00
Total work load/30 hr				
Contribution of Final Exam to Success Grade		60.00		3.00
ECTS Credit of the Course				3.00
Measurement and Evaluation Techniques Used in the Course		Measurement and evaluation is carried out according to the principles of Bursa Uludag University Associate and Undergraduate Education Regulation.		

## 24 ECTS / WORK LOAD TABLE

25	CONTRIBUTION OF LEARNING OUTCOMES TO PROGRAMME QUALIFICATIONS															
	PQ1	PQ2	PQ3	PQ4	PQ5	PQ6	PQ7	PQ8	PQ9	PQ10	PQ11	PQ12	PQ13	PQ14	PQ15	PQ16
ÖK1	4	3	4	5	3	4	5	5	4	5	5	4	0	0	0	0
ÖK2	3	4	5	5	4	3	5	3	4	5	5	4	0	0	0	0

ÖK3	4	4	4	5	3	3	4	4	4	5	4	4	0	0	0	0
ÖK4	5	4	4	3	5	5	4	4	5	5	4	5	0	0	0	0
ÖK5	4	4	5	3	5	4	4	5	3	3	4	5	0	0	0	0
ÖK6	4	4	4	4	3	3	5	5	4	4	4	3	0	0	0	0
ÖK7	4	4	5	5	4	4	3	3	4	5	3	4	0	0	0	0
ÖK8	5	3	5	5	3	4	5	5	3	4	4	4	0	0	0	0
ÖK9	3	4	5	2	4	5	5	4	4	3	4	5	0	0	0	0
ÖK10	3	5	4	4	2	4	5	4	3	4	5	4	0	0	0	0
LO: Learning Objectives    PQ: Program Qualifications																
Contribution Level:	1 very low			2 low			3 Medium			4 High			5 Very High			