

Hospitality Management - Higher National Diploma (HND)

Year 2, Semester 2

Course: Food and Beverage Production Management IV	2
Course: Food and Beverage Service Management IV	7
Course: Facility Design and Management II	13
Course: Project.....	18
Course: Small Business Management II	23
Advanced Desktop Publishing.....	30

Course: Food and Beverage Production Management IV

Department/ Programme: HIGHER NATIONAL DIPLOMA IN HOSPITALITY MANAGEMENT			
Course: FOOD AND BEVERAGE PRODUCTION MANAGEMENT IV	Course Code: HMT 441	Credit Hours:	6
Year: IV Semester: 4	Pre-requisite:	Theoretical: Practical:	2 hours/week 4 hours /week
GENERAL OBJECTIVES: <ol style="list-style-type: none">1. On completion of this course, the students should be able to: Understand the management techniques of different catering establishments2. Understand food legislative law in relation to safety and hygiene3. Understand menu planning of different category of people4. Know the functions of agent of production5. Understand the purpose of using wine in cooking6. Understand the principles of product development			

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
General Objectives: 1.0 On completion of this course, the students should be able to: Understand the management techniques of different catering establishments						
1	1.1 Explain management principles to decision making in food production considering time, energy and cost in providing meals of optimum aesthetic and nutrition.	Explain management principles indecision making I food production considering the energy cost in providing meals for optimum aesthetic and nutrition.	Textbooks	Describe management principles to decision making in food production considering time, energy an cost in providing meals of optimum aesthetic and nutrition.	Head discussion on management principles to decision making in good production.	Kitchen
2	1.2 Describe organizational structure and management of: a) Hotels b) Restaurants c) Holiday resorts d) Clubs	Explain organisational structure and management Hotels, clubs.	Textbooks			
3	1.3 Explain the effective use and costing of manpower resources and profit generation in hotel business.	Explain in the effective use and costing of manpower resources and profit generation in hotel business.	Textbooks			
General Objective 2:0 Understand food legislative law in relation to safety and hygiene						
4	2.1 Explain the importance of hygiene to food handlers. 2.2 State the food hygiene legislations.	Explain the importance of hygiene to handlers.	Textbooks Textbooks	Describe organisational structure an Management of hotels, restaurants, Holiday resorts and clubs.	Direct students to draw sketch and diagram o organisational structure of hotels, restaurants, Holiday resorts and clubs.	Plain sheet ketche pencils.
5	2.3 Explain various statutory requirements of general food hygiene regulations from 1976 to the present day. 2.4 Describe the role of food and beverage manager in maintaining and improving hygiene standards in the kitchen.	Explain the food hygiene legislations the various statutory requirements of general food by given regulations from 1976 to present day.	Textbooks			

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
6	2.5 Explain the statutory requirements to reduce and control food borne diseases. State the relationship of the public health officer with catering personnel. 2.6 Explain the law relating to the sale of food and drinks.	Explain the role of food and beverage important hygiene standards in the kitchen. State the statutory requirements to reduce and control food borne diseases. Explain the law relating to the sales of food & drinks.	Textbooks Textbooks			
General Objective 3:0 Understand menu planning of different category of people						
7	3.1 Define the term menu. 3.2 State the factors that affect food habits of people such as age, sex, food available in locality, income etc. 3.3 State the resources to be considered in planning menus e.g equipment, energy, skill and time.	Explain the term menu. Explain the factors that affect food habits of people such as age, sex food available in locality, income etc.	Textbooks	Describe the effective use and costing of manpower resources and profit generation in hotel business	Head discussion on effective use and costing of manpower generation in hotel business.	
8	3.4 Plan suitable menus considering 6.2 and 6.3 above. 3.5 Produce dishes as required in 3.1 above.	Explain the resources to be considered by planning menu. Explain how to plan suitable menu. Explain how to produce variety of dished.	Training kitchen			
General Objective 4:0 Know the functions of agent of production						
9	4.1 Identify the sources of obtaining capital to start a new venture.	Explain sources of obtaining capital to start a new business.	Textbooks	Describe the sciences of obtaining capital to start a new venture.	Guide students on how to explore sources of capital to set new venture.	

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
10	4.2 Explain cost of labour and minimum wage. 4.3 Explain the process of acquiring land from the government and relations.	Explain cost of labour and minimum wages. Explain the government and relations.	Textbooks Textbooks	Describe the cost of labour and minimum wage.	Head discussion on cost of labour and minimum wages.	
11	4.4 Describe the process of obtaining capitals from financial institutions.	Explain the process of obtaining capital from financial Institution.	Textbooks Textbooks	Describe the process of acquiring land from the government and relations. Describe the process of obtaining capitals from financial Institutions.	Enumerate and discuss the process and procedures of acquiring hand from the government and relations. Head discussion on the process of obtaining capitals from financial institutions.	
General Objective 5:0 Understand the purpose of using wine in cooking						
12	5.1 Identify different types of wines used in the production of various dishes. 5.2 Explain the effect of wine in cooking.	Explain the different types of some use in the production of various dishes.	Textbooks Samples of cooking	Describe different types of wines used in the production of various dishes.	Demonstrate to students the production of various dishes using some.	Raw food materials assorted wines kitchen equipment.
13	5.3 Prepare various dishes using wine.	Explain the effect of wine in cooking	Practical textbooks / training kitchen	Describe the effect of wine in cooking. Identify the various dishes that can be cooked using wine.	Prepare students to prepare food using wine. Direct student to couple and prepare different dishes using wine.	Raw materials assorted wine kitchen equipment.
General Objective 6:0 Understand the principles of product development						
14	6.1 Define the term recipe. 6.2 State the characteristics of a good recipe.	Explain the term recipe. Explain characteristics of a good recipe.	Textbooks	Describe the term recipe Identify the characteristics of a good recipe.	Guide students to couple menu using standard recipes.	Kitchen Raw materials Equipments.

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
15	6.3 Explain the factors that determine a good recipe development e.g. staff abilities, publishing, contacts, communication, quality of materials etc.	State the factors that determine a good recipe development.	Textbooks	Describe the factors that determine a good recipe development e.g. staff ability publish contacts, communications quality of materials etc.	Demonstrate to students' preparation of dishes using standard recipes. Direct students to prepare and produce dishes from variety of receipts.	Kitchen raw material equipment.

Practical 40% Project 60 %

Course: Food and Beverage Service Management IV

Department/ Programme: Higher National Diploma			
Course: Food and Beverage Service Management IV	Course Code: HMT 442	Credit Hours:	6
Year: IV Semester: 4	Pre-requisite:	Theoretical:	2 hours/week
		Practical:	4 hours /week
GENERAL OBJECTIVES:			
On completion of this course, the student should be able to:			
1.0 Know the various equipment involved in advanced food and beverage service management.			
2.0 Acquire the skills involved in advance food and beverage service.			
3.0 Understand room and floor service techniques.			
4.0 Know the implication of legislative law in food and beverage service operation.			
5.0 Understand the importance of planning and organization for special function.			
6.0 Understand supervisory aspect of food and beverage service.			

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
General Objectives: 1.0 Know various equipment involved in advance food and beverage service management						
1	1.1 Identify the various equipment used in advance food and beverage service.	The teacher should able to: - Explain the various equipment used advance food and beverage service	Textbooks	- Describe the various equipments used in advance food and beverage service.	- Show students the various equipment used in Food and beverage service.	Service equipment.
2	1.2 Demonstrate the preparation safe use, relative advantages maintenance and storage of goridon lamps and pans used for chaffing dish and flame cookery.	- Explain the preparation safe use relative advantages maintenance and storage of goridon lamps and pan used for chaffing and flame cookery.	Textbooks	- Describe the preparation safe use, relative advantages maintenance and storage of goridon lamps and pans used for chaffing dishes and flame cookery	- Show students chaffing dishes, goridon lamps, pans used for flame cookery.	- Restaurant Trolley Lamps Chaffing dish.
General Objective 2: Understand room and floor service techniques						
3	2.1 demonstrate the preparation and service of food and beverages in bedrooms and suites i.e. a) Stocking of floor service pantries with all necessary foods and equipment	The teacher should: Explain how to prepare and service of food and beverages in the bedrooms and suites i.e. 2.1 (a, b, c, d, e, f)	Text Books	Describe the preparation and service of food and beverages n bedrooms and sits as in (a-c) in 2.1	Show the students the preparation and service of food and beverages in bedrooms and suit as	Service equipment Rooms Trolley
4	b) Receiving orders from guests c) Preparation of trays and trolleys					Tray
5	d) Carrying trays of food into the rooms e) Entering the bedrooms					Equipment

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
6	f) Cleaning the rooms			Describe the preparation and service of Food and Beverages in bedrooms and suits as in 2.1 (d-f)	In 2.1 (a-c) - Demonstrate the preparation and service of food and beverages in bedrooms and suites as in 2.1 (d-f)	Trolley Tray Rooms.
General Objective 3: Know the implication of legislative law in food and beverage service operation						
7	<p>3.1 Outline the different types of licenses available to the catering industries.</p> <p>3.2 State the stipulation of the different types of licenses</p> <p>a) permitted hours of sales b) extension in hours of sales c) conduct on premises</p> <p>3.3 State the stipulation of weight and measure legislation as it affects the food and beverage service operation.</p> <p>3.4 Outline consumer's legislation as it affects the food and beverage service operation.</p>	<p>The teacher should:</p> <p>-Explain the different types of licenses available in the catering industries</p> <p>- Explain the stipulation of the different types of</p>	<p>Text</p> <p>Book</p>			

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
General Objective 4: Understand the importance of planning and organization for special functions						
9	<p>4.1 Demonstrate the organization of the following practical skills:</p> <p>a) table planning for function</p> <p>b) restaurant layout for function</p> <p>c) seating arrangement for function</p> <p>d) organizing food service area by arranging tables, laying of table and side boards</p> <p>e) allocation of stations for function</p>	<p>- Explain the organization of the practical skills in 4.1 (a. b, c. d, e).</p> <p>- Explain how to organize outdoor catering.</p>	<p>Books, pictures</p> <p>Textbooks</p>	<p>- Describe the organization of the following practical skills as in (a b c d e) 4.1</p>	<p>Show students the features of 4.1 (a b c d e)</p>	<p>Table, chairs</p> <p>Table cloth</p> <p>Side board</p> <p>Restaurant equipments</p>
10	<p>4.2 Organising outdoor catering.</p> <p>4.3 Outline function administration.</p>	<p>- Explain the function of administration.</p>	<p>Textbooks</p>	<p>- Describe outdoor catering</p>	<p>Group and supervise students on the outdoor catering</p>	<p>Banquet, Hall.</p> <p>Chaffing</p> <p>Shows</p> <p>Napkin</p>

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
11	4.4 Outline function menus and wine lists. 4.5 Identify function of menus and list.	- Explain the various types of menus and wine list.	Textbooks			Table cloth Ioeber Trays Trolley Crockey and cuttlerless Drinking glasses Equipment
General Objective 5: Understand supervisory aspect o food and beverage service						
12	5.1 Explain the food and beverage control. 5.2 Identify performance measures.	The teacher should: - Explain food and beverage control - State performance measures	Textbooks	- Describe the food and beverage control. - Describe the performance measure.	Demonstrate the students the processes of food and beverage control.	Sample of Foods service equipment
13	5.3 Identify the importance of customer relations. 5.4 Describe the staffing positions. 5.5 Describe the learning and staff development needs.	- Explain the importance of customers relations - Explain the staffing position - Explain the learning and staff development needs.		- Describe the importance of customers relations. -Describe the staffing position. -Describe the learning and staff development needs.	- Show the students the performance measure. -Demonstrate the students the importance of customers relation. -Guide student to draw organ gram of staffing indicating their duties and responsibilities -Group students to identify areas of learning and staff development needs.	

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
General Objective 6.0: Acquire the skills involved in advance food and beverage service						
14	6.1 Demonstrate the cooking and finishing of dishes at table including the use of partly cooked and raw ingredient. 6.2 Evaluate equipment, recipes and procedure.	The teacher should: - Explain the cooking and finishing of dishes at table including the use of partly cooked and raw ingredient.	Textbooks Textbooks	Discuss the cooking and finishing of dishes at table including the use of partly cooked and raw ingredients.	Demonstrate fillet fish, caving, and service of food using appropriate cutlery.	Service equipment, Restaurant
15	6.3 Demonstrate the skill of filleting, caving and service of appropriate food using serving cutlery to achieve both customer satisfaction and profitability i.e. a) carving and jointing meat, poultry and games b) portioning, skinning and filleting of round an flat dish	- Explain the equipment recipes and procedure. -Explain the sill involved in filleting caving and service of customer satisfaction and profitability in (a, b) 6.5	Textbooks	- Describe equipment, recipes and procedures. Describe the skill of filleting, caving and service of the appropriate food using serving cutlery to advance both customer sent is faction and profitability.	Show students the various equipment, recipes and procedure. -Demonstrate the skill of filleting as in 6.3	

Practical 40 % Project 60 %

Course: Facility Design and Management II

PROGRAMME: HIGHER NATIONAL DIPLOMA IN HOSPITALITY MANAGEMENT			
Course: FACILITY DESIGN AND MANAGEMENT II	Course Code: HMT 443	Credit Hours:	6
Year: 2 Semester: 4	Pre-requisite:	Theoretical:	2 hours/week
		Practical:	4 hours /week
GENERAL OBJECTIVES:			
<ol style="list-style-type: none">1. Understand the nature and operation of sanitary system2. Know methods of provision of water supply for the hotel3. Know plant and equipment maintenance4. Know methods of ventilation in a hospitality organisation.5. Know the choice of fuel for use in a hospitality establishment6. Know plant and equipment maintenance			

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
General Objectives: 1.0 Understand the nature and operation of sanitary system						
1	1.1 Explain the functions of different sanitary systems. 1.2 Draw and label a sanitary system. 1.3 Describe the disposal and treatment of sewage from isolated establishment. 1.4 Describe the likely defects in sanitary system. 1.5	Explain the functions of different sanitary systems. Draw and label a sanitary system. Explain the disposal and treatment of sewage from isolated establishment	Charts chalk markers	Show visual aids different of sanitary systems. Take students out to see some sanitary systems Guide students to draw sanitary systems.	Diagrams of sanitary system	
General Objective 2:0 Know methods of provision of water supply for the hotel						
3	2.1 Explain various processes involved in the collection of water from different parts of a hotel.	Describe the various processes involved in the collection of water from different parts of a hotel.	Chalkboard	Direct students to collect water from different sources and test for hardness using soap. Direct students to draw the facilities in 2.6.	Water soap	
4	2.2 Explain the causes of water hardness - temporary and permanent. 2.3 Explain the advantages of hard water. 2.4 Describe the methods used to soften water.	Explain the causes of water hardness state the advantages and disadvantages of hard water.				
5	2.5 Describe the secondary and primary circulation of hot water supply.	Describe the methods used in softening water.				

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
6	<p>2.6 Describe the following:</p> <ul style="list-style-type: none"> - Direct system of hot water supply (their advantages as compared with indirect system) - Secondary flow system - Local water heating appliances - Instantaneous heater and storage heater 	<p>Describe secondary and primary circulation of hot water supply.</p> <p>Describe the indelible (1-5) and state the advantages and disadvantages.</p>				
General Objective 3: Know pests and pests control methods						
7	<p>3.1 Identify types of pests.</p> <p>3.2 Explain the process of prevention and control of pest infestation and fungus attack on wood.</p>	<p>List the common pests.</p> <p>Describe each pest and the havoc caused by them.</p>	<p>Pictures drawings. Rodent killers pest cite rat trap flip chart.</p>	<p>Show pictures and drawings of pests.</p>	<p>Pictures drawing rat trap rodent killer insecticide.</p>	
8	<p>3.3 Explain the need for clean environment including garbage area and provision of fly screens.</p>	<p>Explain how they can be prevented and controlled.</p>		<p>Take students to where they can see and identify some pests.</p> <p>Arrange group discussions on types of pests, the havoc caused by them</p>		

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
General Objective 4:0 Know methods of ventilation in a hospitality organisation						
9	4.1 Describe the factors that cause discomfort due to lack of ventilation. 4.2 Explain the importance and provision of air conditioning plant in hospitality establishment.	Describe the factors that cause discomfort in an unventilated room. Describe the various types of ventilation.	Flipchart diagrams of plants.	Show diagrams of others methods of extracting stale air from the building eg extractor fans.		
10	4.3 List types of ventilation - natural and artificial 4.4 Explain recirculation of air in the ventilation system.	By means of a diagram explain the working of an air conditioning plant.		Take students to see an extractor fan or extractor fan hood over a cooking ranger set up guide students to draw and table extractor fans.		
11	4.5 Draw and label and explain functions of parts of an air conditioning plant.					
12	4.6 Describe the various methods of extracting stale air fumes and odours.	Explain there circulation of air in the ventilation system.				
General Objective 5:0 Know the choice of fuel foe use in a hospitality establishment						
13	5.1 Describe the different types of fuel e.g. gas, electricity, coal, firewood. 5.2 Explain the advantages and disadvantages of each type of fuel.	Describe the different types;of fuel in use in the hospitality industry. Discuss the advantages an disadvantages of each.			Display a collection of fuels used in cooking eg. Wood, coal, show an electric store and gas cylinder and explain their working.	Coal firewood gas appliance electrical appliances
14	5.3 Calculate fuel efficiency in terms of consumption. 5.4 Explain factors to be considered in the choice of fuel.	Explain how consumption and fuel efficiency are calculated for each type. Discuss the factors to be considered in the choice of each type.			Show how to calculate fuel efficiency and fuel consumption for gas and electric.	

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
General Objective 6:0 Know plant and equipment maintenance						
15	<p>6.1 Identify the various parts of plants and equipment used in hotels.</p> <p>6.2 List the advantages and disadvantages of unit air conditioning and central air conditioners.</p> <p>6.3 Describe the procedure for care and maintaining plants and equipment.</p>	<p>Describe the various types of plants and equipment used in hotels.</p> <p>Discuss the advantages and disadvantages of each.</p> <p>Enumerate the procedure for maintaining and care of the plants and equipment</p>	Diagrams		Take students to a hotel to see central air conditioning plants and other plants in use in the hotel.	Vehicle

Practical 40% Project 60%

Course: Project

Programme: Statistics (Higher National Diploma)			
Course: Project	Course Code: HMT 444	Total Hours:	6
Year: 2 Semester: 4	Pre-requisite:	Theoretical:	0 hours /week
		Practical:	6 hours /week
Goal:			
This course is designed to enable the student to undertake an individual project and write a report on it.			
General Objectives:			
On completion of this course, the diplomate should be able to:			
<ol style="list-style-type: none">1. Research a chosen topic at HND level from available sources.2. Collect data on the chosen topic.3. Produce a report on the chosen topic.			

Theoretical Content				Practical Content		
Week	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
General Objective 1: Research a chosen topic at HND level from available sources.						
1	1.1 Choose, under guidance, an appropriate topic of interest.	Provide guidance in finding suitable topics.	Textbooks Lecture Notes Internet	Selection of a topic of interest.	Provide guidance in finding suitable topics.	Textbooks Lecture Notes Internet
2	1.2 Research a chosen topic from available sources.	Provide guidance in finding suitable sources.	Textbooks Lecture Notes Internet	Demonstrate research ability	Provide guidance in finding suitable sources.	Textbooks Lecture Notes Internet
3	1.2 (continued) Research a chosen topic from available sources.	Provide guidance in finding suitable sources.	Textbooks Lecture Notes Internet	Demonstrate research ability	Provide guidance in finding suitable sources.	Textbooks Lecture Notes Internet
4	1.2 (continued) Research a chosen topic from available sources.	Provide guidance in finding suitable sources.	Textbooks Lecture Notes Internet	Demonstrate research ability	Provide guidance in finding suitable sources.	Textbooks Lecture Notes Internet
General Objective 2: Collect data on the chosen topic.						
5	2.1 Collect data on the chosen topic from available sources.	Provide guidance in collecting data	Textbooks Lecture Notes Internet	Demonstrate ability to collect data	Provide guidance in collecting data.	Textbooks Lecture Notes Internet

Theoretical Content				Practical Content		
Week	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
6	2.1 (continued) Collect data on the chosen topic from available sources.	Provide guidance in collecting data	Textbooks Lecture Notes Internet	Demonstrate ability to collect data	Provide guidance in collecting data.	Textbooks Lecture Notes Internet
7	2.1 (continued) Collect data on the chosen topic from available sources.	Provide guidance in collecting data	Textbooks Lecture Notes Internet	Demonstrate ability to collect data	Provide guidance in collecting data.	Textbooks Lecture Notes Internet
8	2.1 (continued) Collect data on the chosen topic from available sources.	Provide guidance in collecting data	Textbooks Lecture Notes Internet	Demonstrate ability to collect data	Provide guidance in collecting data.	Textbooks Lecture Notes Internet
9	2.1 (continued) Collect data on the chosen topic from available sources.	Provide guidance in collecting data	Textbooks Lecture Notes Internet	Demonstrate ability to collect data	Provide guidance in collecting data.	Textbooks Lecture Notes Internet
General Objective 3: Produce a report on the chosen topic.						
10	3.1 Produce a report on the chosen topic.	Provide guidance in report writing	Textbooks Lecture Notes Internet	Demonstrate ability in report writing	Provide guidance in report writing	Textbooks Lecture Notes Internet

Theoretical Content				Practical Content		
Week	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
11	3.1 (continued) Produce a report on the chosen topic.	Provide guidance in report writing	Textbooks Lecture Notes Internet	Demonstrate ability in report writing	Provide guidance in report writing	Textbooks Lecture Notes Internet
12	3.1 (continued) Produce a report on the chosen topic.	Provide guidance in report writing	Textbooks Lecture Notes Internet	Demonstrate ability in report writing	Provide guidance in report writing	Textbooks Lecture Notes Internet
13	3.1 (continued) Produce a report on the chosen topic.	Provide guidance in report writing	Textbooks Lecture Notes Internet	Demonstrate ability in report writing	Provide guidance in report writing	Textbooks Lecture Notes Internet
14	3.1 (continued) Produce a report on the chosen topic.	Provide guidance in report writing	Textbooks Lecture Notes Internet	Demonstrate ability in report writing	Provide guidance in report writing	Textbooks Lecture Notes Internet
15	3.1 (continued) Produce a report on the chosen topic.	Provide guidance in report writing	Textbooks Lecture Notes Internet	Demonstrate ability in report writing	Provide guidance in report writing	Textbooks Lecture Notes Internet

Assessment: Give details of assignments to be used:

Coursework/ Assignments %; Course test %; Practical %; Projects %; Examination %

Type of Assessment	Purpose and Nature of Assessment (STA 427)	Weighting (%)
Examination	Final Examination (written) to assess knowledge and understanding	0
Test	0 progress tests	0
Practical	Report of (up to 9,000 words 20 to 25 pages length)	100
Total		100

Recommended Textbooks & References:

Course: Small Business Management II

Programme: Statistics (Higher National Diploma)			
Course: Small Business Management II	Course Code: HMT 445	Total Hours:	4
Year: 2 Semester: 1	Pre-requisite:	Theoretical:	2 hour /week
		Practical:	2 hour /week
Goal:			
This course is designed to provide the student with further basic knowledge on the various tools used in the management of small-scale businesses.			
GENERAL OBJECTIVES:			
On completion of this course, the diplomate will be able to:			
<ol style="list-style-type: none">1. Understand the financing of small business enterprises2. Understand financial management in a small business enterprise3. Understand credit control in small business enterprises.4. Understand the organization, and its structure for a small-scale enterprise.5. Understand a small-scale enterprise information system.6. Understand marketing management for a small-scale enterprise.7. Produce a business plan for a small-scale enterprise.8. Be able to give a presentation on a business plan for a small-scale enterprise.			

Theoretical Content				Practical Content		
Week	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
General Objective 1: Understand the financing of small business enterprises.						
1	<p>1.1 Estimate the capital needs of a selected small business.</p> <p>1.2 State sources of finance for small business.</p> <p>1.3 Explain the roles of specialized institutions in financing small businesses.</p> <p>1.4 Explain how to source short-term and long-term credits</p>	<p>Explain sources of capital and how to estimate needed capital for a small business.</p> <p>Explain short-term and long term credits and their sources.</p> <p>Explain the roles of specialized institutions in financing small businesses in the areas of:</p> <p>a) Provision of SME equity.</p> <p>b) Provision of term loan opportunities for SMEs investment schemes.</p> <p>c) Provision of working capital facility for SMEs</p> <p>d) Financing SMEs through leasing.</p> <p>e) Financing SMEs for non-oil export.</p> <p>f) Financing SMEs through the capital market.</p> <p>g) General requirements/conditions for market financial assistance to SMEs</p>	<p>Text Books</p> <p>Journals</p> <p>Publications</p>	<p>Apply all the theoretical contexts to come from the rest of the course to the assigned business.</p> <p>Prepare a financing plan.</p> <p>Identify various sources of funds and their costs.</p> <p>The group will meet together in all practical sessions and each group will have to submit a project about their assigned business at the end of the course.</p>	<p>From one the beneficiaries of the institutions handling SME, describe the learning outcomes.</p> <p>The teacher to set up student groups of (3-4) students each and assign a type of business for each group.</p>	<p>Internet and relevant websites</p>

Theoretical Content				Practical Content		
Week	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
2	<p>1.5 Explain the various reasons for borrowing.</p> <p>1.6 Describe costs of borrowing with some examples.</p> <p>1.7 Explain how to approach lenders.</p> <p>1.8 Explain reasons for financial plans.</p>	<p>Explain various reasons for borrowing.</p> <p>With some examples, explain cost of borrowing.</p> <p>Explain reasons for financial plan and how to approach a lender</p>	<p>Text Books</p> <p>Journals</p> <p>Publications</p>	<p>Prepare a financing plan for their assigned business.</p> <p>Identify various sources of funds and their costs.</p> <p>Describe how to approach lenders.</p>	<p>From one the beneficiaries of the institutions handling SME, describe the learning outcomes.</p>	<p>Internet and relevant websites</p>
General Objective 2: Understand financial management in a small business enterprise						
3	<p>2.1 Explain the need for sound financial management in small business.</p> <p>2.2 Prepare the basic financial records required for small business enterprises and their operation.</p> <p>2.3 Explain preparation of key financial statements - cash flow, profit and loss account and balance sheet.</p> <p>2.4 Explain preparation of depreciation schedule.</p>	<p>Explain the need for sound financial management in small businesses</p> <p>Explain basic financial records</p> <p>Explain key financial statements.</p> <p>Explain depreciation.</p>	<p>Text Books</p> <p>Journals</p> <p>Publications</p> <p>Formats of prime books of accounts.</p>	<p>Describe the various records require to operate their assigned</p> <p>SME</p> <p>Describe key financial statements and how to prepare a depreciation schedule.</p>	<p>Guide students to prepare the records, extract key financial statements to determine BEP, loss or gain.</p>	<p>Internet and relevant websites</p>

Theoretical Content				Practical Content		
Week	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
4	2.5 Explain how to determine gross margin and net profit.	Explain gross margin and net profit and Break-even-point (BEP).	Text Books Journals	Describe key financial statements and how to prepare a depreciation schedule. Use appropriate application packages to do amortization.	Guide students to prepare the records, extract key financial statements to determine BEP, loss or gain.	Internet and relevant websites
	2.6 Explain preparation of loan repayment schedule (AMORTIZATION)	Explain the various types of loan repayment and their application.	Publications			
	2.7 Explain how to determine break-even-point (BEP).	Guide students to prepare a depreciation schedule for a selected business, extract its cash flow, profit and loss and balance sheet to determine its break -even- point, gross margin and net profit.	Formats of prime books of accounts.			
	2.8 Explain problem of financial management in small enterprises.	Explain problems of financial management in small enterprises.				
General Objective 3: Understand credit control in small business enterprises.						
5	3.1 Explain credit control	Explain credit control	Text Books	Identify how credits can be extended to their assigned small business, sources and costs of the credits	Identify the CS of credit. Use internet to get information on credits	Internet and relevant websites
	3.2 Explain the various steps in extending credits to customers.	Explain the 3c's of credit (character, capacity and condition). Explain where and how to get information on credits.	Journals Publications			
	3.3 Identify sources of information on credits.					
6	3.4 Explain consumer credit and credit cards.	Explain consumer credit and credit card.	Text Books	Identify credit cards and reasons for credit	Identify the CS of credit. Use internet to get information on credits	Internet and relevant websites
	3.5 Explain reasons for credits to small business enterprises.	Explain reasons for credit to small business enterprises and their costs.	Journals Publications			
	3.6 Identify cost of credit					

Theoretical Content				Practical Content		
Week	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
General Objective 4: Understand the organization, and its structure for a small-scale enterprise.						
7	4.1 Understand organization charts for small-scale enterprises.	Explain Demonstrate.	Textbook Handouts	Know how to set staffing requirements for their assigned small business.	Guide students to develop organization charts, job description and job specification and to identify different functions of their assigned business.	Sample forms Charts
	4.2 Understand span of supervision.		Charts	Know how to develop job description of jobs required.		
8	4.3 Understand formal communication structure for a small business.	Explain Demonstrate.	Textbook Handouts	Know how to develop job description of jobs required for their assigned business.	Guide students to develop organization charts, job description and job specification and to identify different functions of their assigned business.	Sample forms Charts
	4.4 Developing job-know how to set specifications for the operation of small business.		Charts	Know how to develop job specification		
General Objective 5: Understand a small-scale enterprise information system.						
9	5.1 Understand management information system.	Explain & demonstrate sample systems. Demonstrate the need of each system for the small business.	Textbook	Know the important information required for each system within the context of their assigned business.	Guide students with their assigned study Guide on use of appropriate software	Appropriate computer software
	5.2 Understand accounting information system.		Handouts			
	5.3 Understand production information system.					
10	5.4 Understand financial information system.	Explain & demonstrate sample systems. Demonstrate the need of each system for the small business.	Textbook	Know the important information required for each system within the context of their assigned business.	Guide students with their assigned study Guide on use of appropriate software	Appropriate computer software
	5.5 Understand marketing information system.		Handouts			
	5.6 Understand inventory information system.					

Theoretical Content				Practical Content		
Week	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
General Objective 6: Understand marketing management for a small-scale enterprise.						
11	6.1 Know how to identify markets for different products.	Explain and give examples of certain products. Demonstrate steps.	Textbook Handouts	Identify markets and conduct survey applied to their assigned business.	Guide students with their assigned study	Textbook Handouts
	6.2 Know the steps in conducting a market survey to determine demand and supply for a particular product.	Explain why product development is important and is an on going process. Explain different pricing strategies and conditions and circumstances for choosing a particular strategy		Explain channels of distribution for sample products. Explain different pricing methods and determinants of methods.		
	6.3 Appreciate the need for product development for satisfying consumer needs.					
12	6.4 Understand channels of distribution for products and services.	Explain and give examples of certain products. Demonstrate steps.	Textbook Handouts	Identify markets and conducts survey within the context of their assigned business.	Guide students with their assigned study	Textbook Handouts
	6.5 Understand pricing strategies.	Explain why product development is important and is an on going process. Explain different pricing strategies and conditions and circumstances for choosing a particular strategy		Explain channels of distribution for sample products. Explain different pricing methods and determinants of methods.		
13	6.6 Understand promotion and sales activities for small-scale enterprises.	Explain elements of promotion. Identify advantages & disadvantages and usage of promotion elements at different stages of product life cycle.	Textbook Handouts	Appreciate the importance of promotional activities for a small business.	Guide students with the application of promotion and sales activities on the assigned businesses Guide students to develop SWOT for the assigned businesses given present trends and marketing environment	Samples of Promotional materials SWOT analysis form
	6.7 Ability to analyse consumer behaviour and anticipation of demand.	Explain SWOT analysis and how to identify and assess strengths, weaknesses, opportunities and threats.		Understand the process of SWOT analysis.		
	6.8 Ability to analyse competitors and developing market SWOT analysis.					

Theoretical Content				Practical Content		
Week	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
General Objective 7: Produce a business plan for a small-scale enterprise.						
14	7.1 Assimilate the previous aspects of the course to produce a complete business plan for the assigned small business.	Oversee and support the production of the business plan	Textbook Handouts	Be able to contribute to the preparation of a business plan as a member of a group	Oversee and support the production of the business plan	Textbook Handouts
General Objective 8: Be able to give a presentation on a business plan for a small-scale enterprise						
15	8.1 Prepare a presentation on a business plan for the assigned small-scale enterprise. 8.2 Give a presentation on a business plan for the assigned small-scale enterprise.	Evaluate presentations and give feedback	Presentation materials	Be able to be part of a group presentation and have responsibility for part of that presentation.	Evaluate presentations and give feedback	Presentation materials

Assessment: Give details of assignments to be used:

Coursework/ Assignments %; Course test %; Practical %; Examination %

Type of Assessment	Purpose and Nature of Assessment	Weighting (%)
Examination	Final Examination (written) to assess knowledge and understanding	0
Test	At least 1 progress test for feed back.	25
Practical / Project	Project with group (25%) and individual (50%) components to be assessed by the teacher	75
Total		100

Recommended Textbooks & References:

Advanced Desktop Publishing

PROGRAMME: HND Office Technology and Management			
Course: Advanced Desktop Publishing	Code: OTM 415	Credit Unit:	4 hours
Semester: 4	Pre-requisite: ICT Office Application I	Theoretical:	1 hours/week - 34 %
		Practical:	3 hours/week - 66 %
Aim/Goal:			
This module is designed to enable students to develop their skills using a publication software in the office: MS Desktop publishing.			
GENERAL OBJECTIVES:			
<ol style="list-style-type: none">1. Understand the difference and importance between a word processors and desktop publishing in the office2. Develop student skills using a Desktop Publishing software.			

Theoretical Content				Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
General Objective 1: Understand the difference and importance between a word processors and desktop publishing in the office						
1-2	Revise the concept of word processors and compare them to other computer applications available to design brochures, cards, pamphlets and posters.	State the importance of using the right software in the office to design documentation, depending on the task and aim. Explain the concept of dtp and its impact in a modern office	Hands-out Examples	Identify basic competencies in using desktop publishing concepts to produce a simple publication: Emphasise the impact of using DTP in a modern office and show examples of publications.	Explain the advantages of using desktop publishing applications in the office to produce quality documentation. Practice with an appropriate software for the tasks (eg. dtp or a page layout software). Highlight the main differences between dtp software and word processors (eg. text flow, image control, purpose). Group students to explore, compare and discuss the impact of quality publications in a modern office.	*1 PC per student * Desktop Publishing (DTP) software available in each computer
General Objective 2: Develop student skills using a Desktop Publishing software						
3-15				Apply the principles of standard page layout and text properties using dtp software, to produce quality results: <ul style="list-style-type: none"> • Setting page size/orientation and margins • Create quality and attractive text areas/text frames • Set up column widths/spacing according to 	Explain the advantages of using desktop publishing applications in the office to produce quality documentation. Practice with an appropriate software for the tasks (eg. dtp or a page layout software). Highlight the main differences between dtp software and word processors (eg. text flow, image control, purpose). Explain the use of master pages, templates and equivalent to produce quality documents. Student practice on how to set page size and margins, in	*1 PC per 1-2 student * Desktop Publishing (DTP) software available in each computer

Theoretical Content				Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
				<p>marketing standards</p> <ul style="list-style-type: none"> • Use of serif/sans serif fonts to create impact on the audience • Use multiple font sizes applying accessibility standards <p>Means by which text/images can be imported and placed in a publication from different sources.</p> <ul style="list-style-type: none"> • Import text file(s) from different sources • Import image(s) from different sources • Enter headings and use of line or border feature to produce 	<p>such a way that impact the audience with quality outputs.</p> <p>Show the use and control of text frames or equivalent, applying international accessibility standards.</p> <p>Explain the difference between serif and sans serif typefaces and show how to select them, to produce quality output. Explain how to set and amend text sizes and apply standards. Show how to test the quality and assess the standards.</p> <p>Explain how text files and images can be imported. Show how to enter small amount of text.</p> <p>Explain the basic graphic capabilities of dtp software and how to use lines and borders to separate areas of text. Explain the use of left and centre alignment and of full justification in a desktop publication.</p> <p>Show the importance of common dtp conventions such as first line indents and demonstrates how to use them consistently.</p> <p>Practice the manipulation, move and resize of images. Show how to place correctly and accurately text in columns and how to adjust text size and spacing</p>	

Theoretical Content				Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
				<p>quality and impacting messages.</p> <p>Manipulate text and images to balance page</p> <ul style="list-style-type: none"> • Apply alignment and justification • Set paragraph spacing and/or first line indent • Move/resize image • Fit headline text to page width • Balance columns <p>Manage publications and print composite proofs</p> <ul style="list-style-type: none"> • Create new publication • Save master 	<p>in order to achieve this.</p> <p>Explain the document management techniques for the chosen dtp software and the differences from generic document management terms (eg. master pages).</p> <p>Demonstrate how to print composite proofs from the chosen software using default print setting.</p> <p>Set individual and group tasks to produce portfolio of documentations that include: brochures, pamphlets, posters, and any other publication that could help the business to have a positive impact in its businesses.</p> <p>Group students to compare and discuss portfolios and select the ideal set of publication for a selected business. Promote creativity in the design and production of documents.</p>	

Theoretical Content				Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
				page/template <ul style="list-style-type: none"> • Save publication • Print composite proof(s) • Close publication 		

ASSESSMENT CRITERIA			
Coursework %	Course test %	Practical %	Other (Examination/project/portfolio) %
25		25	Portfolio 50%