

Office Technology and Management - National Diploma (ND)

4TH SEMESTER

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Social Psychology

PROGRAMME: HND OTM			
Course: SOCIAL PSYCHOLOGY	Code: OTM 227 (GNS: 411)	Credit Hours:	4 hours
Semester: 4	Pre-requisite:	Theoretical: Practical:	2 hours/week - 50 % 2 hours/week - 50 %
Course main Aim/Goal: This course is designed to enable the student to understand the dynamics of human behaviour in order to Be able to adjust to situations and work effectively with others.			
GENERAL OBJECTIVES:			
On completion of this course, the student should be able to:-			
1.0 Appreciate the basis of human behaviour.			
2.0 Know the development of behaviour.			
3.0 Understand the principles of personality development.			
4.0 Know the processes of learning.			
5.0 Understand human memory.			
6.0 Understand human emotions.			
7.0 Comprehend the processes of attitude formation and change.			
8.0 Know the psychological basis of management models in industries and organisations.			
9.0 Understand the psychological of other nationals.			
10.0 Know the psychological effects of health.			
11.0 Know the methods of assessment in experimental psychology.			

Theoretical Content				Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
General Objective 1: Appreciate the basis of human behaviour						
1-2	1. Define Psychology 2. Outline the development of Psychology. 3. Describe methods behaviour e.g testing experimental case study etc. 4. analyse the interplay between Psychology and other social sciences. 5. Identify motives for behaviour (drives, needs, instincts, etc)	Explain fully the meaning of Psychology. Diagrammatical outline and analyse the development of Psychology and human behaviour	Textbook	Organise Student into group to experiment human behaviour.	Ask student to prepare a schedule showing the effect the Psychology on human behaviour	Templates Handouts
General Objective 2. 0: Know the Development of behaviour						
3	1. Define cognitive development. 2. Analyse personality development. 3. Define self-concept. 4. Explain socialization and its agents 5. Describe the state of Development- infancy, Adolescence and puberty	Explain the concept of human development and behaviour.	Textbooks			

Theoretical Content				Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
General Objective: 3.0. Understand the principles of personality development						
4	1. Define personality. 2. State the models of personality. 3. explain conflict model. 4. Explain consistency model 5. Explain behaviourism	With a diagram, Explain the various models	Textbooks	List the various personality models	Lead the student to outline the various models Role-plays	handouts
General Objective 4.0: Know the process of learning						
5	1. Define Learning. 2. List types of Learning. 3. State methods of learning	Explain in details the process of learning	Textbooks Guidelines			
GENERAL OBJECTIVE: 5.0 Understand human memory						
6	1. Define memory. 2. Explain the following: short and long term memory. 3. Explain people forget.	Explain the process of human memory	Guidelines Textbooks			
GENERAL OBJECTIVE 6.0 Understand human emotions						
7	6.1 Define Emotion 6.2 Define types of Emotions. 6.3 Explain casual factors of Emotions. 6.4 Examine expressions of Emotions.	Explain the various types of Emotion. Explain the factors emotion. Discuss the various expressions of emotion.	Visual examples, pictures, whiteboard, etc.	Use of emotions and most common ones	- Shows video Clips of different types of emotions	Video cassettes

Theoretical Content				Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
GENERAL OBJECTIVE 7.0 COMPREHEND THE PROCESS OF ALTITUDE FORMATION AND CHANGE.						
8-9	7.1 Describe development of attitudes. 7.2 Identify the components of attitude. 7.3 Analyse consistency theories of prejudice. 7.4 Explain change of attitude.	- Explain how attitudes are developed. - List the components of attitudes. - Explains the constituency theories of prejudice. - Explain change of attitudes.	Whiteboard Textbooks Handouts			
General objective 8.0: Know the psychological basis of management models in industries and organisations						
10	8.1 Explain workers motivation, 8.2 Describe negotiation and bargaining power. 8.3 Analyse organisational crisis intervention. 8.4 Explain building of team harmony and cohesion. 8.5 Explain psychological models of management (autocratic, democratic and Laissez-faire)	- Explain worker motivation. - Explain negotiation and bargaining power. - Describe various organisational crisis. - Explain psychological models of management.	Whiteboard Textbooks			
General Objective 9.0 Understand the psychology of other nations.						
11-12	9.1 Describe the psychology of Western nations USA, UK, etc. 9.2 Examine the psychology of Eastern bloc-USSR, China, etc 9.3 Describe the psychology of	- Explain the psychology of western nation. - Explain the psychology of eastern bloc. - Describe the psychology of Third	Textbooks Handouts			

Theoretical Content				Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
	Third world countries Afro Asian people.	World countries.				
General Objective 10.0 Know the psychological effects of health.						
13-14	10.1 Describe hypertension. 10.2 Explain coronary heart diseases. 10.3 Describe defence mechanisms. 10.4 State anxiety neurosis. 10.5 Explain fatigue, frustration and interest. 10.6 Examine psycho-social factors in health (poverty, hunger) 10.7 List coping mechanisms (relaxation, therapy, behavior modification).	- Explain hypertension - Explain coronary heart diseases. - Explain defense mechanisms. - Explain anxiety neurosis. - Explain fatigue, frustration, etc, - Explain psycho-social factors in health. - Explain coping mechanism.	Textbooks Brochures Diagrams, pictures, etc.			
General Objective 11.0: Know the methods of assessment in experimental psychology.						
15	11.1 Explain reaction time 11.2 Identify achievement motivation. 11.3 Explain inter viewing 11.4 List psychological tools (TAT, Rorschach test, Bio-feed back Tachisto-scope)	- Explain reaction time - Explain achievement motivation. - Explain interviewing. - List psychological assessment tools.	Whiteboard Textbooks			

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

Principles of Economics I

PROGRAMME: ND BUSINESSADMIN AND MANAGEMENT			
Course: PRINCIPLES OF ECONOMICS I	Code: BAM 114	Credit Hours:	3 hours
Semester: ONE	Pre-requisite:	Theoretical:	2 hours/week - 67%
		Practical:	1 hours/week - 33%
Course main Aim/Goal			
The course is designed to provide the student with an introduction to the basic principles of Economics.			
General Objectives:			
<ol style="list-style-type: none">1. Know the scope of economics2 Understand the price theory3. Understand the theory of production4. Know the factors affecting the location and regulation of industries.			

Theoretical Content				Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
General Objective 1: Know the scope of Economics						
1-2	1.1 Define economics and the scope 1.2 State the limitation of the definition 1.3 Compare the views of the classical economist with the modern economist. 1.4 Relate economics to the physical sciences 1.5 Relate economics to other social sciences	<ul style="list-style-type: none"> • Explain the concept, scope and limitations of Economics. • Explain the classical and modern economics theories and relate them to physical and other social sciences. 	Textbooks	Define economics and the scope State the limitation of the definition Compare the views of the classical economist with the modern economist.	Guide students on the basic economic problems and the issue of scarcity of resources etc. Use simple case study to examine basic economic issues	Internet and Relevant Websites Simple case study
General Objective 2: Understand the price theory						
3-6	2.1 Explain the concept of demand 2.2 Explain the concept of supply 2.3 Explain the concept of price equilibrium 2.4 Explain the concept of utility 2.5 Explain the uses of utility 2.6 Explain price elasticity 2.7 Solve problems involving 2.6 2.8 Explain income elasticity 2.9 Solve problems involving 2.8	<ul style="list-style-type: none"> • Explain the concepts of demand and supply and Price Theory • Solve problems involving price and income elasticity • Conduct test. 	Textbooks Graph papers Mathematical sets	Solve problems involving demand, supply, price equilibrium, utility and price elasticity. Solve problems involving income elasticity.	Guide students to solve problems involving 2.8 and 2.9	Graph paper, Mathematic sets. Internet and Relevant Websites

Theoretical Content				Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
General Objective 3: Understand the theory of production						
7-10	<p>3.1 Define production</p> <p>3.2 Identify the factors of production</p> <p>(a) Land (b) Capital (c) Labour (d) Entrepreneur</p> <p>3.3 Explain the uses of each in 3.2</p> <p>3.4 Explain types of markets - perfect competition, monopoly, oligopoly, duopoly, monopoly and imperfect competition.</p> <p>3.5 List production functions: Long and short run cost</p> <p>(a) Total cost (b) Average cost (c) marginal cost/ revenue</p> <p>3.6 Explain the law of diminishing returns</p> <p>3.7 Explain the law of variable proportion, increasing and decreasing returns, price and output determination under conditions of perfect and imperfect competition and monopoly.</p> <p>3.8 Explain profit maximization theory and equilibrium analysis; normal and supernormal profits.</p>	<ul style="list-style-type: none"> • Explain production, its factors and their uses. • Explain types of markets • Describe different types of costs. • Explain the law of diminishing return and the law of variable proportion. • Explain profit maximization and the concept of equilibrium • Give assignment. 	<p>Textbooks Graph papers</p>	<p>Solve problems (using graphs) involving perfect competition, monopoly, oligopoly, duopoly, monopoly and perfect competition.</p> <p>Solve problems (using graph) involving total cost, average cost, marginal cost/revenue.</p>	<p>Guide students to solve problems involving different market conditions,.</p> <p>Guide students to solve problems involving different cost behaviour.</p> <p>Solve problems (using graph_ involving the laws of diminishing returns, variable proportion, increasing and decreasing returns. Price and output decisions under perfect competition and monopoly.</p> <p>Solve problems involving profit maximization, equilibrium analysis etc.</p>	<p>Graph paper, maths sets etc.</p> <p>Graph paper, Maths sets etc.</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
General Objective 4: Know the factors affecting the location and regulation of industries						
11-15	4.1 Explain what industry is 4.2 Recognize the factors that influence the location of industry 4.3 Explain mergers and acquisitions 4.4 Explain restrictive industry practices 4.5 Explain government/industry relationships 4.6 Explain government policies on location of industry.	<ul style="list-style-type: none"> • Explain industry and factors that influences its location. • Explain merger and acquisitions. • Explain government policies on location of industry. • Conduct test. 	Textbooks	Visit local industries and determine factors that determine their locations. Visit govt. agencies and know the regulations guiding the operations of industry in your locality.	Take students to local industries and govt. agencies to determine factors determining their locations and regulations.	Internet and Relevant Websites

ASSESSMENT CRITERIA			
Coursework 50%	Course test 25%	Practical 25%	Other (Examination/project/portfolio) %
Competency: On completing the course, the student should be able to understand/estimate/define/etc....			

Template_Nigeria

Web Page Design

PROGRAMME: ND Office Technology and Management			
Course: WebPage Design	Code: OTM 221	Credit Unit:	8 hours
Semester: 4	Pre-requisite: ICT I & ICT II	Theoretical:	1 hours/week - 17 %
		Practical:	7 hours/week - 73 %
Aim/Goal: This module is designed to enable students to understand the importance of designing webpages for modern offices			
General Objectives:			
<ol style="list-style-type: none">1. Understand the principles of Web Page Design2. Introduce students to the use of a WebPage software application			

Theoretical Content				Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
General Objective 1: Understand the principles of Web Page Design						
1-6	State the importance of websites for businesses.	Explain the different types of websites and information delivery using the Internet. Briefly explain the concepts of e-commerce and e-business, and the role of successful webpage production to achieve online business success and delivering information online.	Hands-out Examples	Advantages of using software to create, link and format simple web pages. • Identify and use of appropriate software correctly • Find MS Front Page in the windows environment (when using Windows 98, 2000 or XP)	Explain differences, advantages and disadvantages between software available for the task (eg HTML editor/text editor & browser software). Group students and produce a game where they select the right software for specific tasks. Student group presentations explaining the reason why preferring a software for a specific task.	2 printers available per computer lab. * MS Front Page application available in each computer
General Objective 2: Introduce students to the use of a WebPage software applications						
7-15	State the importance of testing websites to follow international standards for webpage design	Explain the importance of applying different tests to assure international standards in web design, usability and accessibility standards.	Hand-outs 'Bobby' URL URLs explaining latest guidelines and international web design standards, etc.(i.e.: http://www.w3.org/WAI/)	Identify methods for developing simple web pages. • Import and paste text and image files • Align page items • Use of 3 different font sizes • Change background colour • Emphasise text • Edit text • Control text flow • Alignment of page items to the left, right and centre	Explain the basic mechanism of web page formatting (HTML tags). Explain how to import/insert and image into a web page using the chosen software, and following copyrights. Explain how to emphasise texts (bold, italic), and to set the font size for specific text, following international and accessibility standards). Demonstrate how to set background colour and differences between	2 printers available per computer lab. * MS Word and DeskTop Publishing for Windows hand-out support material * Microsoft word and Desktop Publishing applications available in each computer

Theoretical Content				Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
				<p>Use of E-mail hyperlinks</p> <ul style="list-style-type: none"> • Link pages • Insert external links • Insert Email link • Test links • Insert link text • Retain original data formatting <p>Understand the document management techniques for the chosen software</p> <ul style="list-style-type: none"> • Create a new document • Save document • Print web pages • Print html source code • Close document • Publish web pages on local and public search engines <p>Show 'Bobby' testing website for successful website design.</p> <p>Emphasise the importance of getting copyright permission</p>	<p>background colour and background image (following international and accessibility standards).</p> <p>Explain the correct use and format of basic hypertext links. Show the correct use of external hyperlinks using <i>http:</i> and <i>mailto:</i></p> <p>Explain the importance of testing that hyperlink function correctly.</p> <p>Show the effects pf editing HTML format code on the browser display.</p> <p>Explain the need to refresh or reload web pages after editing.</p> <p>Explain and demonstrate the main management techniques of file menu, open, save, save as, close).</p> <p>Explain the basic structure of basic structure of an HTML page.</p> <p>Show how to print from the chosen browser software using default print settings.</p>	<p>Hand-outs</p> <p>Guidelines</p>

Theoretical Content				Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
				when appropriate.	<p>Explain the importance of Meta tags to define content. Show how to select and publish a pre-designed web page.</p> <p>Group students and set tasks to produce a simple webpage for a fictitious business following standards, principles and guidelines.</p> <p>Group students ask them to test their website development.</p> <p>Promote student discussions to reflect upon Dos and Dont's when designing webpages for businesses.</p> <p>Produce in group a list of key guidelines for designing successful web pages.</p>	

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

Communication Skills

PROGRAMME: ND Office Technology and Management			
Course: Communication Skills	Code: OTM 222	Credit Hours:	4 hours
Semester: 4	Pre-requisite:	Theoretical:	1 hours/week - 25 %
		Practical:	3 hours/week - 75 %
Course main Aim/Goal: The module is designed to assist the student to interact positively with employers, colleagues, customers etc in the work environment.			
General Objectives:			
<ul style="list-style-type: none"> 1.0 Know how to interact with people in the work environment. 2.0 Know how to maintain a good image. 3.0 Know how to maintain a good disposition/and maintain stability. 4.0 Know how to develop listening skills. 5.0 Know the rules & regulations guiding the profession (office ethics). 6.0 Know office politics and when to apply them. 			

Theoretical Content				Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
General Objective 1.0: Know how to interact with people in the work environment						
1-3	1.1 Explain relationships in work environment. 1.2 List various ways colleagues can be addressed in the office. 1.3 Deal with difficult persons. 1.4 Evaluate interactions with colleagues, etc.	- Explain relationships in work environment. - Explain how workers can be addressed (established patterns). - Explain how to deal with difficult persons. - Emphasises the need to be pleasant and business like. - Emphasise the need to evaluate interaction with people.	Chalkboard Posters Graphics White-boards	Organize role plays in the work environment	Student guided role play activities Case-studies	Films Video Cassette, etc
General Objective 2.0: Know how to maintain a good image.						
4-5	2.1 Maintain a good image. 2.2 Display a positive attitude in the office 2.3 Dress appropriately. 2.4 Be competent in the profession.	- Explain the importance of the secretary's image in an organisation. - Explain the general attitudes to be displayed by the secretary. - Explain the importance of physical appearance. - Explain the importance of competency and intelligence in the profession.	Ditto	Read, copy, write and transcribe dictated passages.	Ditto	Ditto

Theoretical Content				Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
General Objective 3.0: Know how to maintain a good disposition.						
6-7	<p>3.1 Maintain a pleasant working relationship with people.</p> <p>3.2 Display maturity when working under stress, or within short notices.</p> <p>3.3 Maintain a well integrated personality.</p>	<p>- Explain why it is necessary to maintain a pleasant working atmosphere.</p> <p>- Explain how to handle tasks within short times.</p> <p>- Explain how to avoid unpleasant situations.</p>	<p>Ditto</p> <p>Shorthand laboratory and typewriter and PCs</p>	<p>Demonstrate transcription and proofreading techniques.</p>	<p>Demonstrate and assess student activities (role-plays and case-studies).</p>	<p>Ditto</p>
General Objective 4.0: Know how to develop listening skills.						
8-9	<p>4.1 Listen attentively.</p> <p>4.2 Take notes when a speaker is speaking.</p> <p>4.3 Ask questions for clarification.</p>	<p>- Emphasise the need to listen attentively.</p> <p>- Emphasise the need to take notes when the speaker is speaking.</p> <p>- Emphasise the need to ask questions to clarify instructions.</p>	<p>Chalkboard</p> <p>Posters</p> <p>White-boards</p> <p>Reading materials</p> <p>handouts</p>	<p>4.1 Students listen to radio and also watch clips on attentive listening.</p>	<p>- Organise films.</p> <p>- Play cassettes.</p> <p>- Guide student activities</p>	<p>Audio tapes</p> <p>Cassette tape</p> <p>Recorder/Player</p> <p>Video tapes</p> <p>Television</p> <p>VCR</p> <p>Reporters note</p> <p>Book</p> <p>Pens</p>

Theoretical Content				Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
General Objective 5.0: Know the rules and regulations guiding the profession.						
10-13				5.1 Exhibit basic courtesy as an integral part of work habits. 5.2 How to deal with both genders in the workplace (male and female) 5.3 How to maintain a proper degree of formality and respect with staff and visitors. 5.4. Professional relationships: how to recognise and deal with different type of harassments	- Explain basic courtesy as an integral part of work habit. - Describe the proper level and degree of formality and respect with staff/visitors/colleagues and supervisors - Role plays and case studies	Films Video CD Clips Class handouts
General Objective 6.0: Know the office politics and when to apply them.						
14-15	6.1 Explain office politics. 6.2 Explain the political structure of an office. 6.3 Explain the importance of political structures in a working environment 6.4 List beneficial office politics in the office.	- Explain office politics.. - Give example of political structures. - Explain why it is important to know the organisational structure when dealing with people. - Point out office politics that can be useful to an office professional	White board Handouts	Show students organizational chart and explain the politics within it.	Student activities recognizing organizational chart Group discussions	Organisational charts Handouts

ASSESSMENT CRITERIA			
Coursework	Course test	Practical	Other (Examination/project/portfolio
30%	%	%	70%

Project

Programme: (National Diploma)			
Course: Project	Course Code: OTM 225	Total Hours:	6
Year: 2 Semester: 4	Pre-requisite:	Theoretical: Practical:	0 hours /week 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 ND 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 ND 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	Weighting (%)
Examination	Final Examination (written) to assess knowledge and understanding	0
Test	0 progress tests	0
Practical	Report of 20 - 30 pages length	100
Total		100

Recommended Textbooks & References:

Small Business Management I

Programme: (National Diploma)			
Course: Small Business Management I	Course Code: OTM 226	Total Hours:	2
Year: 2 Semester: 4	Pre-requisite:	Theoretical:	1 hour /week
		Practical:	1 hour /week
Goal: This course is designed to provide the student with the 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 nature of small-scale enterprises.2. Understand the legal framework for small-scale enterprises.3. Understand the role of governments in small-scale enterprises in Nigeria4. Understand a business plan for a small-scale business enterprise.5. Understand marketing management in a small business enterprise6. Understand the general concept of production management7. Know human capital needs for an 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 nature of small-scale enterprises.						
1	1.1 Define the range and scope of a small business. 1.2 Explain the importance of a small business. 1.3 Describe the problems associated with small business operations.	Explain range, scope and importance of a small scale business. Explain problems associated with small business operations.	Text Books Journals Publications	Select a small business enterprise and indicate its signs of success and failures. Use case studies based on a local organisation.	Guide students in identifying range, scope and importance of a small scale business.	Internet and relevant websites Guest speaker on small businesses
2	1.4 Describe types of businesses that could be run on a small scale. 1.5 Describe the merits and demerits of being self-employed. 1.6 Identify the starting problems and signs of failure of a small business	Explain types of businesses that could be run on small scale, their associated problems and signs of failure during operations. Explain wage employment and self employment. Explain the merits and demerits of self employment.	Text Books Journals Publications	Select a small business enterprise and indicate its signs of success and failures. Use case studies based on a local organisation.	Guide students in identifying types of businesses that could be run on small scale, their associated problems and signs of failure during operations.	Internet and relevant websites Guest speaker on small businesses
General Objective 2: Understand the legal framework for small-scale enterprises.						
3	2.1 Explain the types of business organization. 2.2 Identify the legal form of business.	Explain the types of business organization Explain legal formation and regulatory status of small business. Explain environmental factors of business.	Text Books Journals Publications	Use CAMB to explain the regulatory frame work of small business. Group work to set up a small business - realistic scenarios Use of relevant documentation taken from the internet.	Guide students to identify the legal formation and regulatory status of small business.	Internet and relevant websites

Theoretical Content				Practical Content		
Week	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
4	<p>2.3 Describe the environmental factors of business - law of sales, licenses, failure signs, etc.</p> <p>2.4 Explain regulatory status and formation of small business.</p>	<p>Explain legal formation and regulatory status of small business.</p> <p>Explain environmental factors of business.</p>	<p>Text Books</p> <p>Journals</p> <p>Publications</p>	<p>Use CAMB to explain the regulatory frame work of small business.</p> <p>Group work to set up a small business - realistic scenarios</p> <p>Use of relevant documentation taken from the internet.</p>	Guide students to identify the environmental factors of business.	Internet and relevant websites
General Objective 3: Understand the role of governments in small-scale enterprises in Nigeria						
5	<p>3.1 Explain government policies for small enterprises development.</p> <p>3.2 Explain the effects of government policies on direct and indirect assistance to small businesses</p>	Explain government policies for small enterprises development and effects of the policies on direct and indirect assistance to these enterprises.	<p>Text Books</p> <p>Journals</p> <p>Publications</p>	Identify government policies and their effects on small scale business.	Guide students to evaluate the contributions of the promoting bodies (IDC, NASA, NERFUND, NDE, NAPEP etc to growth of small business in Nigeria.	Internet and relevant websites
6	<p>3.3 State the role of the following institutions in promoting small enterprises</p> <p>(a) Industrial Development Centre (IDC)</p> <p>(b) State Ministries of Commerce and Industries.</p>	<p>Explain the following institutions and their roles in promoting small scale enterprises.</p> <p>- IDC, State Ministries of Commerce, State Export Promotion Committees, CMD, NDE, NAPPEP, CIRD NERFUND NACRDB, NEPC NASSI, NASME, etc</p>	<p>Text Books</p> <p>Journals</p> <p>Publications</p>	Identify and explain beneficiaries of the bodies. Promotion SME in Nigeria.	Guide students to evaluate the contributions of the promoting bodies (IDC, NASA, NERFUND, NDE, NAPEP etc to growth of small business in Nigeria.	Internet and relevant websites

Theoretical Content				Practical Content		
Week	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
	(c) State Export Promotion Committees. (d) Centre for Management Development (CMD) (e) National Directorate of Employment (NDE) (f) NAPPEP (g) CIRD (h) NERFUND (i) NACRDB, NEPC (j) NASSI, NASME, etc					
General Objective 4: Understand a business plan for a small-scale business enterprise.						
7	4.1 Explain business plan. 4.2 Explain the purpose of business plan 4.3 Identify the components of a business plan from project development up to project cost.	Explain business Plan, its purpose and components from project development to project cost.	Text Books Journals Publications	Identify business plan. Identify how to plan in small business. Formulate a business plan for a particular project.	Guide students to:- Work in pairs to develop a relevant business plan. Refer to business planning information on the internet Present the plans and justify the goals	Internet and relevant websites
8	4.4 State the necessary steps in carrying out financial analysis and planning for a small	Explain steps in carrying out financial analysis and planning for a small business.	Text Books Journals	Identify business plan. Identify how to plan in	Guide students to:- Work in pairs to develop a relevant	Internet and relevant websites

Theoretical Content				Practical Content		
Week	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
	business 4.5 Compare personal goal and business goals. 4.6 Identify influences of family goals in business goals	Explain personal goals and business goals. Explain influences of family goals in business goals. Invite a successful entrepreneur to give a talk.	Publications	small business. Formulate a business plan for a particular project.	business plan. Refer to business planning information on the internet Present the plans and justify the goals	
General Objective 5: Understand marketing management in a small business enterprise						
9	5.1 Understand the basic concept of marketing. 5.2 Identify the steps in conducting market surveys to determine demand and supply for particular products. 5.3 Identify markets for specific products.	Explain basic concepts of marketing. Explain steps in conducting marketing survey to determine demand and supply for particular products. Explain how to identify markets for specific products.	Text Books Journals Publications	Identify the process of conducting a marketing survey. Identify appropriate training strategies for products produced on a small scale.	Guide students to use the internet to identify the marketing needs of small business enterprises.	Internet and relevant websites
10	5.4 Identify channels of distribution for a selected product or service. 5.5 Explain the promotional and sales activities for a selected product or service 5.6 Explain appropriate pricing strategies	Explain channels of distribution for a selected product or service. Explain promotional and sales activities for a selected product or service Explain appropriate pricing strategies	Text Books Journals Publications	Identify the process of conducting a marketing survey. Identify appropriate training strategies for products produced on a small scale.	Guide students to use the internet to identify the marketing needs of small business enterprises.	Internet and relevant websites

Theoretical Content				Practical Content		
Week	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
General Objective 6: Understand the general concept of production management						
11	<p>6.1 Explain the basic concepts of production</p> <p>6.2 Explain choice of appropriate technology</p> <p>6.3 Identify types and sources of machinery and equipment.</p> <p>6.4 Explain the installed capacity.</p> <p>6.5 Explain the utilized capacity.</p>	<p>Explain the basic concepts of production</p> <p>Explain choice of appropriate technology</p> <p>Explain types and sources of machinery and equipment, their installed and utilized capacity.</p>	<p>Text Books</p> <p>Journals</p> <p>Publications</p> <p>Sample business</p>	<p>Identify appropriate technology for different types of SME.</p> <p>Identify sources of machinery and material from the internet.</p> <p>Identify appropriate locations and their problems for SMES</p>	<p>Guide students to prepare a case study on the location of an industry and factory layout</p> <p>Oversee group work and guide reference to relevant web sites</p>	<p>Internet and relevant websites</p>
12	<p>6.6 Identify sources of raw materials.</p> <p>6.7 Describe factory location and factors in the selection of site.</p> <p>6.8 Describe factory layout.</p> <p>6.9 Explain plant and machinery maintenance.</p> <p>6.10 Explain Plan and scheduling.</p>	<p>Explain sources of raw materials.</p> <p>Explain factory location, its layout and safety measures.</p> <p>Explain Plant and machinery maintenance.</p> <p>Explain plan and scheduling.</p>	<p>Text Books</p> <p>Journals</p> <p>Publications</p> <p>Sample business</p>	<p>Identify appropriate technology for different types of SME.</p> <p>Identify sources of machinery and material from the internet.</p> <p>Identify appropriate locations and their problems for SMES</p>	<p>Guide students to prepare a case study on the location of an industry and factory layout</p> <p>Oversee group work and guide reference to relevant web sites</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
13	6.11 Explain quality control issues.	Explain quality control.	Text Books	Identify appropriate technology for different types of SME.	Guide students to prepare a case study on the location of an industry and factory layout	Internet and relevant websites
	6.12 Explain factory safety measures.	Explain problems of production in the Nigerian situation and how to cope with them.	Journals			
	6.13 Identify problems of production in the Nigerian situation.	Organise a field trip to a successful small business establishment.	Publications	Identify sources of machinery and material from the internet.	Oversee group work and guide reference to relevant web sites	
	6.14 Explain how to cope with production problems in Nigeria.		Sample business	Identify appropriate locations and their problems for SMES		
General Objective 7: Know human capital needs for an enterprise						
14	7.1 Identify human capital needs for an enterprise.	Explain human capital management and its needs for small business enterprises.	Text Books	Identify the recruitment compensation and training procedures of workers in SMES.	Guide students to prepare organizational charts for SME and how to forecast their employment needs.	Internet and relevant websites
	7.2 Explain recruitment procedures.	Explain recruitment procedures	Journals			
	7.3 Explain need for training of workers.		Publications			
	7.4 Explain how to motivate workers.		Cardboard	Identify problems of human capital management and how to solve them in SMEs		
15	7.5 Explain how to compensate workers.	Explain need for training of workers.	Text Books	Identify the recruitment compensation and training procedures of workers in SMES.	Guide students to prepare organizational charts for SME and how to forecast their employment needs.	Internet and relevant websites
	7.6 Explain organization of work force, organizational chart.	Explain how to motivate. and compensate workers	Journals			
	7.7 Explain problems of human capital management in small business	Explain organization of work force.	Publications	Identify problems of human capital management and how to solve them in SMEs		
		Guide students to prepare organizational, chart for a small	Cardboard			

Theoretical Content				Practical Content		
Week	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
	enterprises. 7.8 Explain how to cope with the problems of human capital management.	business enterprise. Explain problems of human capital management in small business enterprises and how to cope with them.				

Assessment: Give details of assignments to be used:

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

Social Psychology

PROGRAMME:HND LEISURE AND TOURISM MANAGEMENT			
Course: SOCIAL PSYCHOLOGY	Code: LTM 327	Credit Hours:	3 hours
Semester: two	Pre-requisite:	Theoretical:	2 hours/week - 33%
		Practical:	1 hours/week - 67%
Goal:			
The course is designed to enable the student understand the dynamics of human behaviour in order to be able to adjust to situations and work effectively with others.			
General Objectives: On completion of this course the student should be able to:-			
<ol style="list-style-type: none">1. Appreciate the basis of human behaviour2. Know the development of behaviour3. Understand the principles of personality development4. Know the processes of learning5. Understand human emotions6. Comprehend the processes of attitude formation and change7. Know the psychological effects of health.			

Theoretical Content				Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
General Objective 1: Appreciate the basis of human behaviour						
1	1.1 Define Psychology 1.2 Trace the development of psychology as efforts to understand human behaviour.	• Explain psychology and its historical development.	Textbooks	Explain methods of studying human behaviour. Identify motives for behaviour (drives, needs, instincts, etc.)	Explain self evaluation exercise for students - what motivates them? Consider aspects of behaviour that is important for motivation and perception. Guidance on the use of case studies	Case studies on personal motivation Self Evaluation Questionnaire.
2	1.3 Explain methods of studying human behaviour. 1.4 Explain the interplay between psychology and other social sciences - Sociology, Economics, etc.	• Explain methods of studying human behaviour. • Describe the relationship of psychology to other social sciences.				
3	1.5 Identify motives for behaviour (drives, needs, instincts, etc.)	• Explain motives for human behaviour.				
General Objective 2: Know the development of behaviour						
4	2.1 Define cognitive development 2.2 Explain personality development. 2.3 Define self-concept.	• Explain the concepts: cognitive development, personality and self. • Explain socialisation and its agents.	Textbooks Pictures	Explain the states of development - infancy, adolescent and puberty.	Use pictures to perception and stages of development	Take the student to a festive home and study development of behaviour.

Theoretical Content				Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
5	2.4 Explain socialization and its agents.	• Explain stages of development.		Explain perception.		
	2.5 Explain the states of development - infancy, adolescent and puberty.	• Demonstrate perception using pictures.		Explain personality development		
	2.6 Explain perception.	• Give assignment				
General Objective 3: Understand the principles of personality development						
6	3.1 Define personality.	• Explain personality and its models.	Textbooks		Guide the students to apply the models of personality on their behaviour	
	3.2 Explain models of personality					
7	3.3 Explain behaviourism.	• Explain behaviourism • Conduct test.				
General Objective 4: Know the process of learning						
8	4.1 Define learning.	• Explain learning theories	Textbooks	Define learning.	Apply learning theories to real life situation using animals or human beings.	Use internet to obtain real life situations
	4.2 List types of learning			List types of learning		
9	4.3 State methods of learning			State methods of learning		
General Objective 5: Understand human emotions						
10	5.1 Define emotion.	• Explain emotion and part of the brain that controls emotions.	Textbooks	Define emotion.	The students should undertake a visit a psychiatric institution for practical exposition to emotion	Use of arranged visit - planned development
	5.2 Define types of emotion	• Explain types of emotions.	Diagrams of human brain.	Define types of emotion		

Theoretical Content				Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
General Objective 6: Comprehend the process of attitude formation and change						
11	6.1 Explain attitude formation 6.2 Identify the components of attitude.	<ul style="list-style-type: none"> • Explain attitude formation and its components. • Describe causes of change in attitude. 	Textbooks	Identify the components of attitude.	Guidance on the link between attitude and motivation. Reference to theories of motivation. Use of an attitude survey.	Use of business scenarios and problems to identify the impact of poor attitude and low motivation. Problem solving activities.
12	6.3 Explain change of attitudes. 6.4 Define motivation. 6.5 Explain theories of motivation.	<ul style="list-style-type: none"> • Explain the various motivational theories. 		Explain change of attitudes. Define motivation. Explain theories of motivation.		
General Objective 7: Know the psychological effects of health						
13	7.1 Define health 7.2 Explain causes of ill health. 7.3 Explain fatigue, frustration and interest	<ul style="list-style-type: none"> • Explain health. • Explain causes of ill health and their manifestations 	Textbooks	Explain causes of ill health. Explain fatigue, frustration and interest	Invite a para-medical staff to deliver a lecture on ill health, fatigue, frustration etc.	
14	7.4 Explain psycho-social factors in health (poverty hunger)	<ul style="list-style-type: none"> • Explain psycho-social factors in health. • Conduct test. 		Explain psycho-social factors in health (poverty hunger)		
15	7.5 Explain coping mechanism, (relaxation therapy, behaviour modification).					

ASSESSMENT CRITERIA			
Coursework 50%	Course test 25%	Practical 25%	Other (Examination/project/portfolio) %
Competency: On completing the course, the student should be able to understand/estimate/define/etc....			

Recommended Textbooks & References: