FIELD: MANAGEMENT

SPECIALTY: ASSISTANT MANAGER **(ASM)**

PAPER: CASE STUDY

Time: Allowed: 6 Hours
Credit: value: 14

INSTRUCTIONS

- Before starting this paper make sure you are in possession of - - - pages
- Answer all questions
- No document is allowed except the one given to the candidate by the invigilator
- Non programmable calculators are accepted.
- This paper is evaluated on 100 marks

OBJECTIVES/S OF THE PAPER: This paper will enable candidates to solve cases that pertain to real life office situations. It gives the student the opportunity to apply in a simulated office situation the theories, concepts, processes, and decision-making elements of administration learned in other business fields.

NATURE OF THE EXAMS: ____________________WRITTEN_____________

FORMAT OF THE EXAMS:

PAPER	OPTION	SECTIONS	MARK	DURATION	%
CASE STUDY	ASM	SECTION 1 **ORGANIZATION AND MANAGEMENT 1** • Concept Of Administrative Work, • Work Organisation, • Codification Of Information	40(20+20)	2hrs 30mins	40
		• Communication, • Organization Of Work Station, • Printed Matter, • Information Processing, • The Queuing Management • Quality Control Of Administrative Work, • Task Repartition Table(Monitoring Devices) And Check List,			

		• Decision Tables, Organizational Chart, Tables, Modern Information Aids, • Post Of Work, Processing Flow Chart.			

		SECTION 2 ORGANISATION AND MANAGEMENT Elaboration Of Questionnaire, Circulation OfDocuments(SCOM), Filing,Visualization OfInformation (Graphs), AdministrativeCost, Pert Network, Planning (Dynamic Planning),	40	2hrs	40
		Ishikawa Diagram, Organization of Journey (Trip) Abroad.			
		SECTION 3 **HUMAN RESOURCE MANAGEMENT (MANAGEMENT OF HUMAN RESOURCES AND EVENT):** • History of Management Of Human Resources, • Environment Of Employment, Staffing Process.	20	30	20

PAPER : PROFESSIONAL TECHNIQUES

Time Allowed :4 Hours
Credit Value : 08

INSTRUCTIONS

- Before starting this paper makes sure you are in possession of - - - pages
- Answer all questions
- No document is allowed except the one given to the candidate by the invigilator
- Non programmable calculators are accepted.
- This paper is evaluated on 60 Marks

OBJECTIVES OF THE PAPER: This paper is designed to acquaint students withmanagementoriented course encompassing the planning, organizing, staffing and controlling functions of a total records management system transfer and disposition of records. Students apply the ARMA standard rules for alphabetic and other arrangement through stimulated practice.

NATURE OF THE EXAMS: ___________________WRITTEN

FORMAT OF THE EXAMS:

paper	option	different sections of the paper	questions	mark	duration	%
PROFESSIONAL TECHNICS	ASM	**SECTION 1** **ORGANISATION AND ADMINISTRATIVE METHOD** • Filing (methods and system) • Documentary research • Manual and electronic archives • Small office equipment	02	30 (15+15)	2hrs	50
		SECTION 2 **VISUALIZATION INFORMATION** • Planning (card, band, cursor and thread planning) • Time management (PERT network, (ranking and potential method) • Circulation of document (image, poste and SCOM diagram) • Graphs(GANTT, calendar, rectangular and polar coordinate, concentration graphs) • Tables	02	30 (15+15)	2hrs	50

	TOTAL				60	

NB:

- The mark allocation per question may be slightly altered depending on the weighting of the question.
- Apart from the topics mentioned, candidates can also be evaluated on other office situations for critical analysis.
- The cases given should chain-up.
- Each section can be subdivided into sub-sections.

PAPER: PROFESSIONAL RELATIONS_AND COMMUNICATION TOOLS

Time allowed: 5 Hours
Credit value: 10

INSTRUCTIONS

- Before starting this paper make sure you are in possession of - - - pages
- Answer all questions
- No document is allowed except the one given to the candidate by the invigilator
- Non programmable calculators are accepted.
- This paper is evaluated on 100 marks

OBJECTIVES/S OF THE PAPER:

NATURE OF THE EXAMS:

PRACTICAL

FORMAT OF THE EXAMS:

PAPER	OPTION	DIFFERENT SECTIONS OF THE PAPER	NUMBE R OF QUESTI ONS	MARK ALLOCAT ED	DURATI ON PER PAPER	PERCEN TAGE
PROFESSIONALRELATIONAND COMMUNICATIONTOOLS	ASSISTANTMANAGER ASM)	SECTION 1 INTERNAL AND EXTERNAL PROFESSIONAL RELATIONS • Mail Processing(manual and automatic treatment) • Mail of contentious character (observation, queries, dismissal) • Service note, • Memos • Minutes • Circulars • Invitations • Job search	02	50 (25+25)	3hrs	50

		• Handling Incoming and outgoing mail • Meetings				
		SECTION 2 PROFESSIONAL WRITING • Commercial letters • Relation with third parties(transporters , insurance, banks) • After sales letters • Claims • Letter of negotiations • Conception work • Envelope • Personal letters(application, CV, motivation letter) • Processing letters in French and foreign languages	01	25	1hr	25
		SECTION 3 COMMUNICATION TOOLS • Switch networks • Telephone communication tools(fixed phone, intercom, mobile and internet telephony) • E-mail • Videotext • Multi media • Social networks • Packet data transmission system • Tools use in the dissemination of information (Fax,	01	25	1hr	25
		telex, teleconferencing)				
	TOTAL MARK				100	

PAPER: QUANTITATIVE TECHNIQUES

Time Allowed: 3 Hours
Nature of paper: Written
CREDIT VALUE: 6

INSRUCTIONS TO CANDIDATES

- This paper carries two sections.
- You are required to attempt all the questions.
- Only non – programmable calculators are authorised to be used.

II –FORMAT, TYPOLOGY and TOPICS

The Question Paper shall be constructed on 100 marksfrom two course areas: Principles of microeconomics and of Macroeconomics comprising of three sections inaccordance with the following elements:

Format	Typology				Topics to be covered	Objectives to be tested
	Nature of Questions	Number of Questions	Weight in the paper	Mark Allocation per Question		
Section A	**Problem Solving Questions involving basic computations and graphs**	03	60%	20 marks	**DESCRIPTIVE STATISTICS AND FINANCIAL MATHEMATICS** Questions MUST come from the following topics with NOT more than TWO from a single topic: A)Descriptive Statistics -Introductory Ideas and Data collection - Data Presentation in Tables ,Charts and Graphs -Percentages, Ratios and Rates -Measures of Central Tendency - Measures of Variation -Shapes, -Normal Curve Association Between Variables (Quantitative and Qualitative Variables):	Knowledge Comprehension Application Analysis Synthesis

					Pearson's r Correlation Coefficients Spearman's Rank Order Correlation Coefficient r_s - Scatter grams, Simple Linear Regression and Predictions - Index Numbers (Simple Price and Quantity Indexes, Weighted Price and Quantity Indexes B) Financial Mathematics -Basic Computational Methods: Laws of Mathematics, Equations and Identities, Remainder and Factor Theorem, Indices and Logarithms, Series, Partial Fractions and Depreciation. - Simple Interest - Compound Interest (Compounding and Discounting) -Present Value and Investment Appraisal - Money Market Financial Instruments - Annuities -Amortization and Sinking Fund -Bonds and Stocks	
Section B	**Problem Solving Questions involving basic computations and graphs**	02	40%	20marks	**<u>Inferential Statistics and Operations Research</u>** Questions MUST come from the following topicswith NOTmore thanONEquestion from a single topic: A) Inferential Statistics - Basic Probability Concepts, Random Variables, Use of sets or Venn Diagram in Probability, Laws of Probability, Conditional Probability, Bayes' Theorem. -Probability Distribution for Discrete Random Variables(Binomial and Poisson Distributions)	Knowledge Comprehension Application Analysis Synthesis

					- Probability Distribution for Continuous Random Variables. - The Normal Distribution - Sampling Distributions - Point and Interval Estimation -Confidence Interval Estimation for Mean (known and Unknown), Proportion and Standard Deviation - Hypothesis Testing for Numerical Data (One-Sample Case and Two-Sample Case). -Hypothesis Testing for Categorical Data (Z-Test and Chi-Square Test). B)Operations Research - Constrained Optimization (Maximization and Minimization) -Linear Programming: Solution for case with Two Variables (Graphical and Algebraic methods) and Solution for Case with more than Two Variables (Simplex or Table Method) Graph	

PAPER: ECONOMIC SCIENCE

Time Allowed: 3 Hours
credit value: 6
Paper:

INSTRUCTIONS TO CANDIDATES

- This paper carries three sections.
- You are required to attempt all the questions.
- Only non – programmable calculators are authorised to be used.

FORMAT	TYPOLOGY				TOPICS TO BE COVERED	OBJECTIVES TO BE TESTED
	Nature of Questions	Number of Questions	Weight in the paper	Mark Allocation per Question		
Section A	**Multiple Choice Questions**	20	20%	01 mark	PRINCIPLES OF MICRO & MACRO ECONOMICS Questions MUST come from the following topics with NOT more than TWO from a single topic: - Nature and scope of Economics, - Methodology of economics -Positive and Normative aspects of Economics, - Production possibilities curve - Economic systems, - price theory(demand and supply analysis), Demand and supply Concepts of elasticity Theory of consumer behaviour(cardinal and ordinal approach) Indifference curve theory - production theory -Cost of production -Profit maximization - Market structures, -Factor price determination - introductory aspects(definition, macroeconomic objectives,	Knowledge Comprehension Application Analysis Synthesis

					macroeconomic indicators, macroeconomic policy and policy instruments) - Measurement of National income, - Circular flow of National Income(Equilibrium output determination) - Aggregate demand and its components -The multiplier and Accelerator concepts -Money and its evolution -Demand and Supply of money -changes in the value of money. - Credit creation by commercial Banks -Sources Government revenue and Expenditure - Problems of unemployment and economic growth and development -International debts -Organisational structure, management and the financing of the enterprise -Decision making process	
Section B	**Problem Solving Questions involving basic computations and graphs including essay writing**	04	80%	20marks	<u>MICRO, MACRO AND MAANAGERIAL ECONOMICS</u> Questions MUST come from the following topics with NOT more than ONE question from a single topic on the following topics: - Production possibilities Curve, - Economic systems, - Demand and Supply analysis including Elasticity Concepts - Production theory, - Market structures - National Income Accounting - Circular flow of National Income(Equilibrium output determination)	Knowledge Comprehension Application Analysis Synthesis

					- Aggregate demand and its components	
					-The multiplier and Accelerator concepts -Money and its evolution -Demand and Supply of money -changes in the value of money. - Credit creation by commercial Banks -Sources of Government revenue and Expenditure - International payment -International trade - market failure and government intervention -Inflation, unemployment and industrial change - Economic growth and development -International debts -Organisational structure, management and the financing of the enterprise -Decision making process	