1η Φεβρουαρίου 2024

Προς: Πρόεδρο Συμβουλίου Φορέα Διασφάλισης και Πιστοποίησης της Ποιότητας της Ανώτερης Εκπαίδευσης

Θέμα: Απάντηση στην Αναβολή Απόφασης για την Πιστοποίηση του Προγράμματος "Διοίκηση Γραφείου (2 έτη, Δίπλωμα)"

Αξιότιμη κυρία Πρόεδρε,

Σε συνέχεια της επιστολής σας με ημερομηνία 03 Νοεμβρίου 2023, και σχετικά με την αναβολή της απόφασης για την πιστοποίηση του προγράμματος «Διοίκηση Γραφείου» (4 ακαδημαϊκά έτη, 120 ECTS, Diploma), θα θέλαμε να σας ενημερώσουμε για τις ακόλουθες ενέργειες που έχουμε πραγματοποιήσει:

1. **Πρόσληψη Ακαδημαϊκού Προσωπικού**:
   Έχουμε εμπλουτίσει με επιτυχία το διδακτικό/ακαδημαϊκό μας προσωπικό. Συνημμένα θα βρείτε τα βιογραφικά των νέων προσλήψεων. (ΠΑΡΑΡΤΗΜΑ 1).

2. **Κατάσταση Εργοδότησης Ακαδημαϊκού Προσωπικού**: Σας αποστέλλουμε την κατάσταση του ακαδημαϊκού προσωπικού από το Πληροφοριακό Σύστημα Εργάνη, σύμφωνα με τις απαιτήσεις του Φορέα (ΠΑΡΑΡΤΗΜΑ 2).

3. **Ποιοτική Αξιολόγηση Φοιτητών**: Σύμφωνα με την καθοδήγησή σας, η Επιτροπή του Προγράμματος με έγκριση της Ακαδημαϊκής Επιτροπής και της Επιτροπής Ποιότητας έχει αναπτύξει και ενσωματώσει επιμελώς ένα ολοκληρωμένο σύστημα ρουμπρίκων για κάθε μάθημα που προσφέρεται στο πρόγραμμα "Διοίκηση Γραφείου". Αυτή η προσέγγιση διασφαλίζει ότι τα κριτήρια αξιολόγησης κάθε μαθήματος ευθυγραμμίζονται σχολαστικά με τους μαθησιακούς στόχους και το περιεχόμενό του. Αυτή η ευθυγράμμιση περιγράφεται λεπτομερώς στο συνημμένο ΠΑΡΑΡΤΗΜΑ 3, όπου θα βρείτε τις συγκεκριμένες ρουμπρίκες για κάθε ενότητα μαθήματος.

4. **Βελτίωση Εσωτερικής Ποιότητας**:
   Απαντώντας στο ζήτημα βελτίωσης των διαδικασιών πολιτικής για τη διασφάλιση της εσωτερικής ποιότητας του προγράμματος "Διοίκηση Γραφείου" Δίπλωμα, αναφέρουμε ενδεικτικά μερικές από τις πρόσφατες μας δράσεις :

a) **Εμπλοκή με Επαγγελματικούς Φορείς**:

Δεκέμβριος 2023: Σεμινάριο από την πρόεδρο του IMA - International Management Assistants Association Cyprus κα Janet Armenakian. Η συνεργασία με την κα Armenakian από το IMA έχει στόχο να προσφέρει μεταξύ άλλων πρακτικές γνώσεις και ειδικότητες στο διδακτικό προσωπικό, ενισχύοντας τη διδακτική τους μεθοδολογία και την ακαδημαϊκή ποιότητα των μαθημάτων.

b) **Διοργάνωση Επαγγελματικών Ημερίδων**:

Νοέμβριος 2023: Συμμετοχή στην ημερίδα του Διεθνή Σύνδεσμο Βοηθών Διεύθυνσης Κύπρου με θέμα της Ημερίδας: «Γραμματέας: Νομοθεσία και Επαγγελματισμός». Προσκεκλημένοι ομιλητές στην Ημερίδα ήταν η κ Μαρία Αριστείδου, Λειτουργός Εργασιακών Σχέσεων Α', Τμήμα Εργασιακών Σχέσεων, Υπουργείο Εργασίας και Κοινωνικών Ασφαλίσεων, η κ Ανδρούλα Ευριπίδου, Προσωπική Βοηθός Εκτελεστικού Προέδρου Ομίλου Λούης, Μέλος Διεθνούς Συνδέσμου Βοηθών Διεύθυνσης (IMA Κύπρου), ο κ Αλέξανδρος Σχίζα, Υπεύθυνος Προστασίας Προσωπικών Δεδομένων, Ευρωπαϊκό Πανεπιστήμιο Κύπρου και η κ Μαρκέλλα Μπιτσιούνη, Επιστημονική Συνεργάτιδα, Επιτροπή Ισότητας των Φύλων στην Απασχόληση και στην Επαγγελματική Εκπαίδευση.Η συμμετοχή στην ημερίδα παρείχε πολύτιμες επαγγελματικές γνώσεις και διασυνδέσεις, οι οποίες μπορούν να καθοδηγήσουν τους ακαδημαϊκούς μας στη βελτίωση της διδακτική εμπειρίας και τις μεθόδους του διδασκαλίας.

c) **Ενίσχυση Ψυχικής Υγείας και Κοινωνικής Ευαισθητοποίησης**:

Νοεμβρίου 2023: Διοργάνωση σεμιναρίου με θέμα "Ναρκισσισμός: Η Εύθραυστη Αυτοεικόνα μου" το οποίο προσέφερε σημαντικές επιστημονικές γνώσεις και προσέγγισε ένα θέμα με κοινωνικές επιπτώσεις, ενισχύοντας την ακαδημαϊκή ευαισθητοποίηση του προσωπικού.

d) **Ανάπτυξη Ακαδημαϊκής Ακεραιότητας**:

Οκτώβριος 2023: Συμμετοχή Ακαδημαϊκών/Διοικητικών σε σεμινάριο του Φορέα ΔΙΠΑΕ Οκτώβριο 2023 με τίτλο "Ακαδημαϊκή Ακεραιότητα (Academic Integrity) - ΑΜΕΣΟΥ ΧΕΙΡΙΣΜΟΥ" με κύρια ομιλήτρια και συντονίστρια εργαστηρίων η καθηγήτρια Δρ. Έλεν Γκνίελ, Διευθύντρια της Μονάδας Ακαδημαϊκής Ακεραιότητας του Φορέα Ποιότητας και Προτύπων στην Ανώτερης Εκπαίδευσης της ευρύτερης επικράτειας της Μελβούρνης στην Αυστραλία. Ενα άκρως ενδιαφέρον και εποικοδομητικό σεμινάριο το οποίο τόνισε τη σημασία της ακαδημαϊκής εντιμότητας και την ενσωμάτωση αυτών των αρχών στις διδακτικές τους μεθόδους των εκπαιδευτών.

e) **Εμπειρία Διεθνούς Εκπαίδευσης και Εμπλουτισμός Γνώσεων**:

Στο πλαίσιο της διεθνούς ανάπτυξης και εμπλουτισμού του διδακτικού μας προσωπικού, οργανώσαμε κινητικότητες Erasmus+ VET σε χώρες όπως

Ρουμανία, Πολωνία και Ισπανία. Σε αυτές τις κινητικότητες συμμετείχαν Ακαδημαϊκοί, Διοικητικοί και φοιτητές. Εμπειρίες όπως αυτές επιτρέπουν στο διδακτικό μας προσωπικό να αποκτήσει πολύτιμες διεθνείς εκπαιδευτικές εμπειρίες και διαπολιτισμικές γνώσεις, ενισχύοντας την παγκόσμια προσέγγιση και προοπτική στα προγράμματα μας και προσδίδοντας πρόσθετη αξία στο διδακτικό υλικό.

5. **Χαρτογράφηση/Συσχέτιση των γενικών προσδοκώμενων αποτελεσμάτων και του περιεχομένου του προγράμματος με τα προσδοκώμενα αποτελέσματα και το περιεχόμενο κάθε μαθήματος το οποίο περιλαμβάνεται στο πρόγραμμα. (ΠΑΡΑΡΤΗΜΑ 4).**

Παραμένουμε στη διάθεσή σας για οποιεσδήποτε περαιτέρω διευκρινίσεις ή πληροφορίες μπορεί να χρειαστείτε.

Με εκτίμηση,

Γιώργος Παλλαρής
Διευθυντής
Cyprus College Λεμεσού

ΠΑΡΑΡΤΗΜΑ 3 : Αξιολόγηση φοιτητών στη βάση κλιμάκων διαβαθμισμένων κριτηρίων (rubrics)

CSL105 Introduction to Computing and Internet

Course purpose and objectives	The aim of this course is to provide students with a basic understanding of the use of personal computers and the Internet. Students learn the basic concepts of information and communication technologies. They gain practical experience on how to use and configure a typical operating system, as well as on the method of managing its files and folders, using the file management system. In addition, students gain theoretical and practical experience of the most common uses of the internet, including web browsing and e-mail. Finally, they become familiar with an online learning platform, which is widely used and will be an essential tool until the completion of their studies.
Learning outcomes	Upon completion of the course, students can demonstrate their ability in the following tasks: 1. Identification of the basic concepts and description of the key features of information and communication technologies 2. Demonstration of the ability to use and configure a modern operating system of a personal computer, of wide use 3. Demonstrate the ability to manage folders and files in a modern, widely used personal computer operating system 4. Identification of the basic concepts and description of the main uses of the internet 5. Use of web browser software to search for information on the website 6. Use of e-mail to send and receive e-mails . 7. Demonstrate competence in the use of a widely used e-learning platform to effectively perform academic activities

General Student Assesment Rubric

Criteria	Excellent (4)	Good (3)	Satisfactory (2)	Needs Improvement (1)
Basic ICT Concepts	Can explain advanced concepts and features of ICT with examples.	Can explain key features of ICT and some advanced concepts.	Understands and can describe basic ICT concepts.	Struggles to explain basic ICT concepts without assistance.
Operating System Use	Expertly navigates and customizes a modern OS.	Comfortably uses and configures settings on a modern OS.	Can perform basic functions on a modern OS.	Has difficulty using basic functions on a modern OS.
File Management	Can organize and manage files and folders efficiently, employing advanced	Manages files and folders with a good level of efficiency.	Understands and can manage basic file and folder organization.	Struggles with basic file and folder management.

	organizational strategies.			
Internet Concepts	Articulates a deep understanding of the internet's functions and possibilities.	Describes main uses of the internet with understanding.	Knows basic concepts and common uses of the internet.	Has limited understanding of internet concepts and uses.
Web Browsing	Navigates and leverages browser features for advanced information search.	Effectively uses a web browser to find information.	Can use a web browser to search for information.	Has difficulty using a web browser to locate information.
Email Communication	Uses email expertly with strong etiquette, organizing emails efficiently.	Uses email well, with good etiquette and organization.	Can send and receive emails satisfactorily.	Has difficulty using email effectively.
E-learning Platform Proficiency	Demonstrates advanced skills in utilizing e-learning platforms for varied academic activities.	Shows good ability to use e-learning platforms for academic purposes.	Can navigate an e-learning platform for basic academic tasks.	Struggles to use an e-learning platform for academic activities.

EGL 100 Upper Intermediate English

Course purpose and objectives	The course is a comprehensive course designed for intermediate level students. It covers all four language skills with particular emphasis on the acquisition of learning strategies that are essential for autonomous learning.
Learning outcomes	Upon completion of the course the student will have: • A good Level in English reading and writing with emphasis on comprehension and written expression • Listening and speaking skills in English as well as a basic understanding of language functions. • Skills in autonomous learning.

General Student Assesment Rubric

Criteria	Excellent (4)	Good (3)	Satisfactory (2)	Needs Improvement (1)
Reading Comprehension	Demonstrates exceptional understanding of complex texts and infers meaning beyond the text.	Shows solid understanding of texts with occasional support.	Can comprehend direct information in texts with some guidance.	Struggles to understand basic texts without significant help.
Written Expression	Writes clearly, creatively, and coherently with excellent use of style and vocabulary.	Writes effectively with minor errors and good vocabulary.	Can write simple texts with some grammatical and vocabulary errors.	Has difficulty writing comprehensible texts; frequent errors.
Listening Skills	Exhibits outstanding ability to understand and analyze spoken English in various contexts.	Understands spoken English well, with few misunderstandings.	Can follow basic spoken English with occasional need for repetition.	Struggles to understand spoken English in most situations.
Speaking Skills	Speaks fluently with sophisticated vocabulary and excellent pronunciation.	Speaks with confidence and good control over vocabulary and grammar.	Can engage in basic conversations with some hesitation.	Has limited speaking ability with frequent pauses and errors.

Autonomous Learning Skills	Takes full initiative in learning, using advanced strategies for self-improvement.	Demonstrates good self-directed learning strategies.	Shows basic ability to learn independently.	Needs regular assistance and motivation to learn independently.

OAL100 Greek Typing I

Course Purpose and Objectives:	The course is designed to enable students wishing to occupy Secretarial / Assistant positions to become skillful keyboard users and capable text editor operators.
Learning Outcomes	Upon completion of the course the learner is expected to be able to: • correctly uses the computer • succeeds in correctly learning the keyboard • Understand the theoretical instructions accompanied by examples and exercises concerning the tasteful arrangement of the various forms of writing such as letters, files, notes, reports and tables • Prepare to take part in Government Typing Examinations, Ministry of Education and Culture, Lower Level / Middle Level.

General Student Assesment Rubric

Criteria	Excellent (4)	Good (3)	Satisfactory (2)	Needs Improvement (1)
Computer Usage	Demonstrates exceptional proficiency in using the computer for typing tasks with no errors.	Shows solid ability to use the computer with minor errors.	Adequate computer usage but with noticeable errors and some inefficiency.	Struggles to use the computer effectively for typing tasks.
Keyboard Mastery	Types with high speed and accuracy, showing full mastery of the keyboard.	Types proficiently with good speed and reasonable accuracy.	Types at a basic level with moderate speed and accuracy.	Has difficulty typing, with low speed and poor accuracy.
Formatting Skills	Expertly arranges various forms of writing with professional formatting standards.	Arranges writings correctly with minor formatting discrepancies.	Generally arranges writings satisfactorily but with some formatting errors.	Has significant difficulty in arranging and formatting writings.
Preparation for Exams	Fully prepared for government typing exams, demonstrating comprehensive knowledge and skills.	Well-prepared with a high likelihood of passing government typing exams.	Adequately prepared but may require further practice for government typing exams.	Underprepared for government typing exams, needing significant improvement.

OAL105 English Typing I

Course Purpose and Objectives	The aim of this course is the development of accuracy and speed in English Keyboarding and Text Processing.
Learning Outcomes	On successful completion of the course, the student will be able to: • Use the computer and its functions in processing and producing office documents effectively • Touch type at a speed of 25 words per minute and above • Process successfully letters, memos and other business documents • Distinguish and use the appropriate stationary as required by each task • Be able to take the Ministry of Education Exam

General Student Assesment Rubric

Criteria	Excellent (4)	Good (3)	Satisfactory (2)	Needs Improvement (1)
Computer Usage for Documents	Utilizes computer functions expertly for document processing, with no errors in formatting or operation.	Uses computer functions well with few errors in document processing.	Adequate use of computer functions with occasional errors in document processing.	Struggles with using computer functions for document processing and makes frequent errors.
Typing Speed	Consistently types at a speed well above 25 words per minute with high accuracy.	Types at or above 25 words per minute with good accuracy.	Types near 25 words per minute with moderate accuracy.	Types below 25 words per minute and needs improvement in accuracy.
Document Processing	Processes various business documents flawlessly, demonstrating excellent formatting skills.	Processes business documents well with minor issues in formatting.	Adequately processes business documents but requires improvement in formatting.	Has significant difficulty in processing business documents effectively.
Stationery Use	Demonstrates superior knowledge and use of appropriate stationery for all tasks.	Shows good understanding and use of stationery for most tasks.	Satisfactorily uses stationery but occasionally selects inappropriate options.	Often chooses incorrect stationery for tasks, indicating a need for better understanding.

Exam Preparedness	Fully prepared for the Ministry of Education Exam with comprehensive knowledge and typing skills.	Well-prepared with a high likelihood of success in the Ministry of Education Exam.	Moderately prepared but may require further practice for the Ministry of Education Exam.	Underprepared for the Ministry of Education Exam, needing significant practice.

OAL 110 Modern Office Practice

Course Purpose and Objectives:	This course is intended for students aspiring to roles such as Secretary/Assistant, aiming to equip them with the understanding of basic and advanced activities and processes in organizational settings. It covers areas like effective communication, meeting and travel organization, information research and presentation, and financial procedures, thereby preparing students for the modern workplace's dynamic demands.
Learning Outcomes	Upon completion of this course, students should be able to understand: The structure, management, and control of business entities. The roles and functionalities of offices in diverse businesses. Procedures and tasks encompassing a secretary's role, including effective communication, meeting organization, travel planning, information research, and presentation. Basic financial procedures and workplace safety. He employment landscape and preparation for job applications.

General Student Assesment Rubric

Criteria	Excellent (4)	Good (3)	Satisfactory (2)	Needs Improvement (1)
Understanding of Organizational Structure	Demonstrates comprehensive understanding of business entities' structure, management, and control.	Shows a solid grasp of organizational structure with minor areas for improvement.	Has a basic understanding of organizational structure but lacks depth in certain areas.	Limited understanding of organizational structure and management, needing significant improvement.
Office Roles and Functions	Exhibits an advanced knowledge of offices' roles and functionalities across business types.	Understands the varied roles and functions of offices in businesses, with occasional clarification needed.	Has general awareness of office roles but struggles with specific functions.	Needs to develop a clearer understanding of office roles and functions in business settings.
Secretarial Procedures and Tasks	Masterful in performing all secretarial tasks, including communication,	Handles most secretarial tasks well but could refine certain aspects	Manages basic secretarial duties; however, more practice is needed in	Has difficulty with secretarial tasks; requires significant improvement in

	meeting and travel planning, and information handling.	like meeting organization or travel planning.	effective communication and information presentation.	communication and organizational skills.
Financial Procedures and Safety	Shows exceptional proficiency in basic financial procedures and prioritizes workplace safety.	Understands financial procedures and maintains a good level of workplace safety awareness.	Adequately performs financial tasks and has an acceptable understanding of safety, but could be more proactive.	Lacks confidence in financial procedures and needs better awareness and practice in safety protocols.
Job Market Preparedness	Is exceptionally prepared for the job market with a strong portfolio and interview skills.	Is well-prepared for the job market, with room for polishing application materials and interview techniques.	Has a basic level of preparedness for the job market, but needs to develop a stronger application strategy.	Is underprepared for the job market; needs guidance in creating applications and developing interview skills.

ACL100 Introduction to Financial Accounting

Course Purpose and Objectives:	The aim of the course is to provide students with a fundamental understanding of accounting. Students are essentially involved in the preparation and assembly of source materials, initial enrollment books, general ledger accounts, bank agreements, employee wages, and income tax input. Examples of everyday life are used to supply students with the necessary knowledge.
Learning Outcomes	Upon completion of the course the learner is expected to be able to: 1. Explain how business transactions are recorded and analyzed. 2. Explain the meaning of each business transaction 3. Create accounting books and documents 4. Identify and understand a business's financial statements

General Student Assesment Rubric

Criteria	Excellent (4)	Good (3)	Satisfactory (2)	Needs Improvement (1)
Recording and Analyzing Transactions	Expertly records and analyzes business transactions with precise detail and clarity.	Accurately records and analyzes transactions with minor errors or omissions.	Adequately records transactions but analysis lacks depth.	Struggles to record transactions accurately; analysis is often incorrect or incomplete.
Understanding Transaction Meanings	Deeply understands the implications of each business transaction and can articulate this clearly.	Has a solid grasp of the meaning behind transactions but may not capture all nuances.	Understands basic transaction concepts but misses subtler implications.	Has difficulty understanding the meanings of business transactions.
Creation of Accounting Books and Documents	Creates flawless accounting books and documents adhering to professional standards.	Generally creates accurate accounting books and documents with occasional inaccuracies.	Accounting books and documents are complete but require refinement and correction.	Has significant difficulty in creating proper accounting books and documents.

| Financial Statement Comprehension | Demonstrates exceptional understanding and interpretation of a business's financial statements. | Understands and interprets financial statements well, with room for deeper analysis. | Has basic comprehension of financial statements; may struggle with complex interpretations. | Needs substantial improvement in understanding and analyzing financial statements. |

CSL110 Word Processing and Spreadsheet Applications

Course purpose and objectives	The objectives of this course are divided in to two parts. During the first half of the semester student will be trained in the use of word processing software by gaining theoretical and practical experiences on the use of software such as word processing, which will enable them to create, edit, correct, and save texts, formatting commas, creating complex tables. Additionally, students will learn how to automate some functions, using the mail merge function. In the second half, students will be trained in the use of a modern spreadsheet software and its application in the business environment. Students will gain hands-on experience in creating and formatting spreadsheets, using formulas, functions, diagrams, and graphics within the spreadsheet so students can understand how spreadsheet applications can be a tool of support in the business environment, applying techniques, in which they are trained through exercises of simulation of real business needs.
Learning outcomes	Upon successful completion of the course, students will be able to demonstrate their ability in the following tasks: 1. Use a common word-processing package software to create, correct, and store text files. 2. Demonstrate necessary skills for formatting text files 3. Demonstrate skill in creating and formatting tables 4. Demonstrate skill in recording and modifying graphics within files 5. Demonstration of skill in shaping the look and style of entire files 6. Use the mail merge functionality to automate mail associated with word processing operations 7. Demonstrate skill in using an automated table of contents and other automatic text formatting tools. 8. Demonstrate ability to use a modern spreadsheet application to create and format spreadsheet files 9. Use formulas and functions within a spreadsheet file 10. Use charts and other graphics within a spreadsheet file 11. Cultivation of the skill of formatting and printing spreadsheets 12. Application of technical spreadsheets for the utilization of solutions to financial / business problems

General Student Assesment Rubric

Criteria	Excellent (4)	Good (3)	Satisfactory (2)	Needs Improvement (1)
Word Processing Proficiency	Masters advanced features in word processing, creates complex documents with professional formatting.	Proficiently uses word processing to create well-formatted documents with some advanced features.	Adequately uses word processing features but with limited sophistication in document formatting.	Struggles with basic word processing functions and formatting.
Table Creation & Formatting	Creates and formats complex tables efficiently, demonstrating an understanding of advanced functions.	Capably creates and formats tables, occasionally requiring assistance with advanced features.	Can create basic tables but has difficulty with advanced formatting and functions.	Has difficulty creating and formatting tables correctly.
Graphic Modification	Skillfully records and modifies graphics, enhancing document presentation.	Competently incorporates graphics, with minor issues in modification.	Adequately inserts graphics but struggles with customization and integration.	Has significant difficulty in recording and modifying graphics within files.
Mail Merge & Automation	Expertly utilizes mail merge and other automation tools to streamline processes.	Effectively uses mail merge with occasional oversight required for complex tasks.	Manages basic mail merge functions but lacks fluency in automation.	Fails to effectively utilize mail merge and automation tools.
Spreadsheet Application	Utilizes spreadsheet applications expertly, creating advanced financial/business solutions.	Uses spreadsheet applications well, creating competent solutions with occasional assistance.	Has a basic ability to use spreadsheet applications for straightforward tasks.	Struggles to use spreadsheet applications effectively for problem-solving.
Formula & Function Application	Applies formulas and functions creatively for complex problem-solving.	Correctly applies standard formulas and functions with good understanding.	Applies basic formulas and functions but with limited scope and understanding.	Has difficulty in using formulas and functions correctly in spreadsheet applications.

Chart & Graphic Utilization	Demonstrates exceptional ability to enhance spreadsheets with charts and graphics.	Effectively uses charts and graphics to improve spreadsheet utility and appearance.	Uses basic charts and graphics but with a limited aesthetic and analytical impact.	Fails to effectively incorporate charts and graphics in spreadsheets.
Formatting & Printing	Excellently formats and prepares spreadsheets for professional printing and presentation.	Generally formats spreadsheets well for printing with some inconsistencies.	Adequately formats spreadsheets but requires improvements for professional presentation.	Has significant difficulty with formatting and printing spreadsheets correctly.

BSL100 Introduction to Business

Course purpose and objectives	Introduction to business explores the nature of the free enterprise system and the business organization in its new globalized setting. The main aim of the course is to give the student a broad overview of the fundamental principles of business which includes the forms of business ownership, issues of management and leadership, employee motivation, human relations and the marketing process. Designed mainly to support students select their field of business specialization.
Learning outcomes	Upon successful completion of this course students should be able to: 1. Describe the fundamental principles of business organization, and the ethical principles that need to be applied in the business environment. 2. Describe what is entrepreneurship and small business through real cases 3. Explain the issues involved in conducting global trade thought financial cases and reports. 4. Illustrate through examples the forms of business and discuss the advantages and disadvantages of the different forms of business 5. Explain the principals involved in Management, Leadership, Marketing and Human Resource Management by getting students involved in discussions and assignments. 6. Report and analyze the influence of the social and environmental factors in doing business thought discussions and field visits.

General Student Assesment Rubric

Criteria	Excellent (4)	Good (3)	Satisfactory (2)	Needs Improvement (1)
Understanding of Business Principles	Demonstrates comprehensive and in-depth understanding of business principles and ethical practices.	Shows a good understanding of fundamental business principles and ethical considerations.	Basic understanding of business principles, but lacks depth and detail.	Insufficient grasp of basic business principles and ethical practices.
Entrepreneurship and Small Business Knowledge	Excellently describes and analyzes entrepreneurship and small business through insightful real cases.	Effectively explains entrepreneurship and small business with relevant case studies.	Adequate knowledge of entrepreneurship, but with limited case study analysis.	Struggles to understand and explain entrepreneurship and small business concepts.

Global Trade Understanding	Excellently explains global trade issues with comprehensive financial case studies and reports.	Demonstrates a good understanding of global trade through relevant financial cases.	Basic understanding of global trade issues, but lacks depth in financial case analysis.	Limited or incorrect understanding of issues in global trade.
Business Forms and Structures	Illustrates and critically evaluates various business forms with strong argumentation for their pros and cons.	Understands different forms of business and discusses their advantages and disadvantages effectively.	Basic understanding of business forms with general pros and cons.	Fails to correctly identify or discuss different forms of business.
Management, Leadership, and Marketing Principles	In-depth understanding and application of principles in management, leadership, marketing, and HRM through active engagement in discussions and assignments.	Good understanding of principles with practical application in discussions and assignments.	Basic grasp of principles with some participation in discussions and assignments.	Poor understanding and application of management, leadership, marketing, and HRM principles.
Social and Environmental Business Factors	Exceptional analysis of the influence of social and environmental factors in business through discussions and field visits.	Good analysis and reporting on the impact of social and environmental factors in business.	Adequate awareness of social and environmental factors, but lacks comprehensive analysis.	Limited or incorrect understanding of the influence of social and environmental factors in business.

OAL115 Greek Typing II

Course Purpose and Objectives:	The course aims to give students who want to occupy Secretariat / Assistant positions skills to become skillful keyboard users and capable text editor operators. Emphasis is placed on completing typing in a short period of time.
Learning Outcomes	Upon completion of the course the learner is expected to be able to: • Achieve more than 35wpm in typing • Understand the theoretical instructions accompanied by examples and exercises concerning the elegant arrangement of the various forms of writing such as letters (commercial, governmental, personal) files, notes, reports, tables, conference papers and travel programs • Practice on precision and speed tests • typing documents in a short time • Prepare to take part in Government Typing Examinations, Ministry of Education and Culture, Medium Level, Skill Skill / Specimen Specimen.

General Student Assesment Rubric

Criteria	Excellent (4)	Good (3)	Satisfactory (2)	Needs Improvement (1)
Typing Speed	Achieves over 35 words per minute consistently with high accuracy.	Achieves around 35 words per minute with good accuracy.	Typing speed nears 35 words per minute but with occasional errors.	Typing speed significantly below 35 words per minute and/or high error rate.
Theoretical Understanding	Demonstrates comprehensive understanding of theoretical aspects with excellent application in various writing forms.	Shows good understanding of theoretical aspects with proper application in most writing forms.	Basic understanding of theoretical concepts; struggles with application in complex writing forms.	Limited or incorrect understanding of theoretical aspects; poor application in writing tasks.
Precision and Speed in Document Typing	Exhibits exceptional precision and speed in typing documents, with minimal errors.	Good precision and speed in typing documents, with few errors.	Adequate precision and speed in typing, but improvement needed in error reduction.	Struggles with both precision and speed; frequent errors in typing documents.

Elegant Arrangement of Texts	Skillfully arranges various forms of writing with elegance and professionalism.	Arranges texts effectively but may lack finesse in complex documents.	Basic arrangement skills demonstrated; lacks elegance in document presentation.	Poor arrangement of texts with little sense of aesthetics or professionalism.
Preparation for Typing Examinations	Fully prepared for government typing examinations with evidence of advanced skill and specimen.	Well-prepared for exams but may benefit from further practice in advanced skills.	Adequately prepared but needs more practice to reach the medium level skill/skill specimen.	Underprepared for government typing examinations; significant practice required.

OAL120 English Typing II

Course Purpose and Objectives	The aim of this course is to provide extensive work on all types of business communications in realistic office projects. Emphasis is placed on turning out correct work in a limited amount of time.
Learning Outcomes	On successful completion of the course, the student will be able to: • Touch type at a speed of 40 words per minute, and above. • Proofread and make corrections and amendments in accordance with approved specifications. • Use own initiative to complete and display various business documents Successfully. • Develop the skills necessary to transcribe from amended, printed and handwritten copies effectively. • Plan and organize work within deadlines· • Be able to reach a typing speed of approximately 25-30 words per minute. • Be able to take the Ministry of Education Exam

General Student Assesment Rubric

Criteria	Excellent (4)	Good (3)	Satisfactory (2)	Needs Improvement (1)
Typing Speed and Accuracy	Consistently achieves over 40 words per minute with high accuracy.	Achieves around 40 words per minute with good accuracy.	Typing speed nears 40 words per minute but with occasional errors.	Typing speed significantly below 40 words per minute and/or high error rate.
Proofreading and Corrections	Demonstrates exceptional ability to proofread and make precise corrections and amendments.	Good proofreading skills with minor errors in corrections and amendments.	Adequate proofreading skills; improvement needed in identifying and making corrections.	Struggles with proofreading and making correct amendments.
Initiative in Document Preparation	Exhibits outstanding initiative in completing and presenting various business documents.	Shows initiative and competence in preparing most business documents.	Completes basic business documents but lacks initiative in complex tasks.	Needs significant guidance to complete and present business documents.
Transcription Skills	Highly skilled in transcribing	Competently transcribes	Basic transcription	Limited transcription

	from varied sources (amended, printed, handwritten) effectively.	from most sources with few errors.	skills; faces challenges with complex sources.	ability; struggles with varied sources.
Organizational Skills and Deadlines	Exceptionally organized, consistently meets deadlines with high-quality work.	Generally organized and meets deadlines with good-quality work.	Adequately organized but may struggle to meet tight deadlines.	Poor organizational skills, often fails to meet deadlines.
Preparation for Ministry of Education Exam	Fully prepared for the Ministry of Education Exam with demonstrated proficiency.	Well-prepared but could benefit from further practice.	Adequately prepared but requires additional practice for better performance.	Underprepared for the exam; needs significant improvement in typing skills.

MAR235 Introduction to Marketing and Digital Strategies

Course Purpose and Objectives	This course aims to introduce office administration students to the practical and essential aspects of marketing and digital strategies, focusing on their application in an office environment. It seeks to equip students with foundational knowledge in marketing principles and digital tools to effectively support organizational marketing efforts.
Learning Outcomes	Upon completion of the course, students should be able to: 1. Understand and apply basic marketing principles within an administrative context. 2. Utilize essential digital marketing tools and platforms to support organizational marketing activities. 3. Assist in the implementation and monitoring of marketing campaigns. 4. Evaluate the effectiveness of different marketing strategies and contribute to marketing planning.

General Student Assesment Rubric

Criteria	Excellent (4)	Good (3)	Satisfactory (2)	Needs Improvement (1)
Understanding of Marketing Principles	Demonstrates an advanced understanding of marketing principles and can apply them effectively in administrative contexts.	Shows a good understanding of basic marketing principles and applies them correctly.	Has a basic grasp of marketing principles but needs further development in application.	Struggles to understand and apply basic marketing principles.
Use of Digital Marketing Tools	Exhibits exceptional proficiency in utilizing digital marketing tools and platforms for organizational benefit.	Competently uses a range of digital marketing tools and platforms.	Adequately uses basic digital marketing tools but lacks expertise in more advanced platforms.	Has limited ability to use digital marketing tools and platforms effectively.
Support in Marketing Campaigns	Provides outstanding support in the	Provides good support in campaign	Provides basic support in campaign	Needs significant guidance to

	implementation and monitoring of marketing campaigns, demonstrating initiative and insight.	implementation and monitoring but requires minimal guidance.	tasks but often needs guidance and supervision.	support marketing campaign tasks effectively.
Evaluation of Marketing Strategies	Skillfully evaluates the effectiveness of marketing strategies and actively contributes to marketing planning with valuable insights.	Evaluates marketing strategies effectively and contributes ideas to marketing planning.	Adequately assesses marketing strategies but needs development in contributing to planning.	Struggles to evaluate marketing strategies and offers limited input in planning.

OAL200 Computerized Accounting

Course Purpose and Objectives:	The course aims to help students gain experience in using a modern accounting program. Students learn to register different accounting entries. In particular, students learn to pay for costs (directly or by automation), register new ones and deal with existing customers and suppliers, create, control and move bank accounts and cash, register sales and purchases, manage and control the warehouse. They also learn to print completed VAT returns and financial statements such as Statement of Income, Balance Sheet, etc.
Learning Outcomes	Upon successful completion of the course, students can carry out work involving: • extensive use of the computerized accounting system to familiarize and acquire sufficient experience in using the accounting system • daily business operations, data entry, processing and control of the system • creating and printing various accounting statements from the system • Preparation for participation in ECDL Powersoft Accounting exams.

General Student Assesment Rubric

Criteria	Excellent (4)	Good (3)	Satisfactory (2)	Needs Improvement (1)
Proficiency in Computerized Accounting System	Demonstrates advanced skills in using the accounting system, handling complex operations with ease.	Shows good proficiency in using the system for standard accounting operations.	Can perform basic operations but requires further practice for complex tasks.	Struggles with using the accounting system and needs significant improvement.
Data Entry and Processing	Performs data entry and processing tasks efficiently, with high accuracy and minimal supervision.	Competently handles data entry and processing but occasionally requires guidance.	Adequately performs data entry, but lacks speed or accuracy and needs regular guidance.	Lacks proficiency in data entry and processing, requiring constant supervision.
Creation and Printing of Statements	Expertly creates and prints various accounting statements, demonstrating a deep	Creates and prints accounting statements correctly but may require	Can create basic statements but struggles with more	Has difficulty in creating and printing accurate accounting statements.

	understanding of financial reporting.	occasional assistance.	complex reports.	
Preparation for ECDL Powersoft Accounting Exams	Shows exceptional readiness for the ECDL Powersoft Accounting exams, with a thorough understanding of the system.	Is well-prepared for the exams, with a good grasp of the necessary skills and knowledge.	Has basic preparation for the exams but needs further study and practice.	Is underprepared for the exams, needing significant additional training and practice.

EGL200 Technical Text Writing

Course Purpose and Objectives:	The aim of the course is to develop students' skills in written and spoken communication within a business context. Practicing the language based on technical issues through which students develop their communication skills in English.
Learning Outcomes	Upon completion of the course, the learners are expected to be able to: 1. use different reading strategies for different types of technical texts. 2. communicate verbally in a professional space. 3. prepare technical documents such as letters, emails, reports, etc . 4. Understand and respond to oral speech at an advanced level.

General Student Assesment Rubric

Criteria	Excellent (4)	Good (3)	Satisfactory (2)	Needs Improvement (1)
Reading and Comprehension of Technical Texts	Demonstrates exceptional comprehension of various technical texts, applying advanced reading strategies.	Shows good understanding of technical texts, with effective use of reading strategies.	Adequately understands basic technical texts, but lacks depth in reading strategies.	Struggles with comprehension of technical texts and needs improvement in reading strategies.
Verbal Communication in a Professional Setting	Excellently communicates complex ideas verbally in a professional setting, showing clear, concise, and persuasive language use.	Communicates effectively in a professional context, but may occasionally lack clarity or persuasion.	Manages basic verbal communication in a professional setting but lacks confidence or fluency.	Has significant difficulty in verbal communication within professional settings.
Preparation of Technical Documents	Skillfully prepares a variety of technical documents, demonstrating advanced proficiency in	Prepares clear and well-structured technical documents but may lack variety or sophistication.	Can create basic technical documents, but needs further development in writing skills.	Struggles with creating coherent and effective technical documents.

	structure, clarity, and style.			
Response to Advanced Oral Speech	Shows an exceptional ability to understand and respond to advanced oral speech in English with high accuracy and fluency.	Understands and responds well to advanced oral speech, with minor inaccuracies or hesitations.	Has a basic understanding of advanced oral speech, but requires further practice for fluent response.	Lacks the ability to effectively understand or respond to advanced oral speech in English.

MGT225 Human Resources

Course Purpose and Objectives:	This course provides an introduction to Human Resources (HR) from the perspective of office administration and focuses primarily on the roles and tasks of a Secretary within the HR domain. It aims to equip students with foundational knowledge and skills necessary to support HR functions effectively. The objectives are to: 1. Introduce students to the basic principles and functions of Human Resources. 2. Develop an understanding of the Secretary's role in supporting HR activities such as recruitment, employee relations, and record keeping. 3. Enhance administrative skills like communication, organization, and time management within an HR context.
Learning Outcomes	The objectives are to: 1. Introduce students to the basic principles and functions of Human Resources. 2. Develop an understanding of the Secretary's role in supporting HR activities such as recruitment, employee relations, and record keeping. 3. Enhance administrative skills like communication, organization, and time management within an HR context.

General Student Assesment Rubric

Criteria	Excellent (4)	Good (3)	Satisfactory (2)	Needs Improvement (1)
Understanding of HR Principles	Demonstrates an exceptional understanding of the principles and functions of HR. Applies knowledge effectively in practical scenarios.	Shows a solid understanding of HR principles, with minor gaps in applying them practically.	Has a basic grasp of HR principles but struggles to apply them in real-world settings.	Lacks foundational knowledge of HR principles and their application.

Role in Supporting HR Activities	Excellently supports HR activities, showing advanced skills in recruitment, employee relations, and record keeping.	Effectively supports HR activities but may need improvement in complex HR tasks.	Adequately supports basic HR activities but lacks depth in understanding complex HR processes.	Struggles significantly in supporting HR activities and requires additional training.
Administrative Skills in HR Context	Displays exceptional administrative skills in communication, organization, and time management within an HR setting.	Shows good administrative skills in an HR context but may occasionally lack efficiency or effectiveness.	Demonstrates basic administrative competence in HR, but needs further skill development.	Lacks necessary administrative skills to function effectively in an HR environment.

COM115 Communication and Public Relations

Course Purpose and Objectives:	This course aims to equip students in office administration roles, especially secretaries, with the essential communication and public relations skills needed to maintain a positive and professional image of the organization. It covers both interpersonal communication strategies and external communication tactics, focusing on the nuanced role that office administrators play in shaping public perception and organizational relationships.
Learning Outcomes	Upon completion of this course, students will be able to: 1. **Effectively communicate** within an organization and with external stakeholders. 2. **Manage and optimize** internal and external communication channels. 3. **Understand and apply** the principles of public relations to maintain and enhance the organization's image. 4. **Develop and implement** communication strategies aimed at different audiences. 5. **Respond appropriately** to communication challenges and public relations crises within the scope of office administration. 6. **Leverage various media and platforms** for effective communication and public relations. 7. **Apply ethical considerations** in all communication and public relations activities.

General Student Assesment Rubric

Criteria	Excellent (4)	Good (3)	Satisfactory (2)	Needs Improvement (1)
Effective Communication	Demonstrates exceptional ability in both internal organizational and external stakeholder communication.	Communicates effectively with minor improvements needed in complex scenarios.	Shows basic communication skills but struggles with more nuanced or challenging scenarios.	Lacks effective communication skills, needing significant improvement.
Managing Communication Channels	Skillfully manages and optimizes both internal and external communication channels.	Effectively manages most communication channels with occasional lapses.	Adequately handles some communication channels but is inconsistent.	Struggles to manage communication channels effectively.

Principles of Public Relations	Excellently applies public relations principles to enhance the organization's image.	Generally applies public relations principles well but could improve in specific areas.	Understands basic principles of public relations but lacks effective application.	Has poor understanding and application of public relations principles.
Development of Communication Strategies	Exceptionally develops and implements tailored communication strategies for various audiences.	Develops good communication strategies with room for more nuanced approaches.	Has a basic approach to developing communication strategies, lacking customization for different audiences.	Fails to develop effective communication strategies.
Response to Communication Challenges	Excellently navigates and responds to communication challenges and public relations crises.	Responds well to most communication challenges, though may struggle in crisis situations.	Shows basic ability to handle communication challenges, but is ineffective in crisis management.	Unable to handle communication challenges and crises adequately.
Leveraging Media and Platforms	Mastery in leveraging various media and platforms for effective communication and public relations.	Good use of media and platforms, with occasional missed opportunities for optimization.	Limited in effectively leveraging media and platforms for communication purposes.	Struggles significantly to use media and platforms effectively.
Ethical Considerations	Consistently applies ethical considerations impeccably in all communication and public relations activities.	Generally observes ethical considerations, with minor lapses in complex situations.	Occasionally neglects ethical considerations in communication and public relations.	Lacks understanding and application of ethical considerations in communication activities.

CSL210 Database and Presentation Applications

Course purpose and objectives	This course helps the student gain experience in using databases and presentation software. The first section of the course focuses on the theory and uses of databases for business applications, as well as as a "practical" experience in an easy-to-understand database management package. The course presents the process of preparing a database, however it places more emphasis on the use of the database in terms of data entry (forms), data retrieval and reporting (questions and reports). In the context of the second unit of the course, the student is introduced to a software package for a common presentation and gains practical experience for the preparation and formatting of presentations that include texts, graphics, audio, video and impressions of graphics movement.
Learning outcomes	Upon successful completion of the course of study, students can demonstrate their competence in the following tasks: 1. Develop the skill of creating a database, as well as organizing and processing the data registered in it 2. Develop the skill to create forms and use them to enter data in databases 3. Develop the skill of asking questions to retrieve essential information and prepare reports for its presentation. 4. Use presentation software to prepare a presentation 5. Demonstrate skill in formatting the presentation by adding multimedia and graphics content to it 6. Develop a presentation printing skill in a variety of ways (bulletins, note pages, slides) 7. Application of knowledge gained from this course, through simulation exercises of real business needs.

General Student Assesment Rubric

Criteria	Excellent (4)	Good (3)	Satisfactory (2)	Needs Improvement (1)
Database Creation and Management	Mastery in creating and managing databases, with excellent organization and data processing skills.	Capable of creating and managing databases with minor errors or inefficiencies.	Basic ability to create and manage databases, but struggles with complex tasks.	Insufficient skills in database creation and management.
Data Entry Using Forms	Demonstrates advanced skills in creating and using	Effectively uses forms for data entry with	Adequate skills in using forms for data entry,	Poor skills in using forms for

	forms for data entry in databases.	occasional difficulties in complex forms.	but lacks efficiency or accuracy.	database data entry.
Information Retrieval and Reporting	Excellently retrieves essential information and prepares comprehensive reports.	Competently retrieves information and prepares reports with minor errors.	Basic skills in retrieving information and report preparation, lacks depth.	Struggles significantly with information retrieval and report generation.
Presentation Preparation	Exceptional ability to use presentation software to prepare engaging and informative presentations.	Good use of presentation software, with room for improvement in engagement or detail.	Adequate use of presentation software, but presentations lack creativity or clarity.	Ineffective use of presentation software, resulting in subpar presentations.
Multimedia and Graphics in Presentations	Mastery in incorporating multimedia and graphics, enhancing presentation quality significantly.	Effectively incorporates multimedia and graphics, with occasional lapses in integration.	Basic ability to add multimedia and graphics, but lacks creativity or impact.	Struggles to incorporate multimedia and graphics effectively in presentations.
Presentation Printing Variations	Skilled in various presentation printing methods, demonstrating versatility and understanding of audience needs.	Good skills in presentation printing, though not fully versatile for all contexts.	Adequate printing skills, but limited to basic methods and lacks adaptability.	Poor skills in presentation printing, with limited understanding of different methods.
Application of Knowledge	Applies knowledge from the course excellently in simulation exercises, demonstrating real-world business acumen.	Applies knowledge effectively with some room for more realistic or complex applications.	Basic application of course knowledge in simulations, lacking depth or practicality.	Ineffective application of course knowledge, struggling to connect theory with practice.

OAL215 Advance Office Management: Integrative & Ethical Approaches

Course Purpose and Objectives:	This course aims to refine students' understanding and proficiency in critical aspects of advanced office management with a focus on ethical considerations, accessibility needs, regulatory compliance, and personal career development, within the context of office administration roles primarily focused on secretarial positions. It integrates the principles of proper selection of office furniture and equipment, the importance of acknowledging and facilitating the needs of disabled colleagues, and adhering to new EU regulations regarding job analysis, description, specification, and evaluation.
Learning Outcomes	1. **Evaluate & Select Office Equipment and Furniture:** Understand and apply the criteria for selecting the appropriate office furniture and equipment, ensuring ergonomic standards and optimizing office layout. 2. **Ethical Consideration in Office Management:** Develop an understanding of ethical considerations in office management and apply them in real-world scenarios. 3. **Accessibility & Inclusivity:** Recognize and facilitate the needs of disabled colleagues ensuring an inclusive and accessible work environment. 4. **Regulatory Compliance:** Understand and implement new EU regulations regarding job analysis, description, specification, and evaluation. 5. **Personal Career Development:** Identify and employ strategies for personal career development improvement within the realm of office administration.

General Student Assesment Rubric

Criteria	Excellent (4)	Good (3)	Satisfactory (2)	Needs Improvement (1)
Evaluation & Selection of Office Equipment/Furniture	Demonstrates exceptional skill in selecting ergonomic and suitable office furniture and equipment.	Shows good ability in selecting appropriate office furniture and equipment with minor lapses in ergonomic considerations.	Adequately selects office furniture and equipment but lacks a comprehensive ergonomic perspective.	Poor ability in selecting suitable and ergonomic office furniture and equipment.
Ethical Consideration in Office Management	Excellently applies ethical considerations in office management	Generally applies ethical considerations well, though occasionally	Shows basic understanding and application of ethical considerations	Struggles to apply ethical considerations appropriately in

	scenarios with a strong understanding of real-world implications.	overlooks complex ethical scenarios.	with significant room for improvement.	office management.
Accessibility & Inclusivity	Outstanding ability to recognize and facilitate the needs of disabled colleagues, ensuring a highly inclusive environment.	Effectively facilitates the needs of disabled colleagues with minor areas for improvement in inclusivity.	Adequately addresses the needs of disabled colleagues but lacks full inclusivity and accessibility.	Poor understanding and facilitation of the needs of disabled colleagues and inclusivity.
Regulatory Compliance	Mastery in understanding and implementing EU regulations regarding job analysis, description, specification, and evaluation.	Good understanding and implementation of EU regulations, with minor areas of non-compliance.	Basic compliance with EU regulations, but lacks depth in understanding and implementation.	Inadequate understanding and implementation of EU regulations.
Personal Career Development	Excels in identifying and employing strategies for personal career development within office administration.	Effectively employs strategies for personal career development with some areas for further growth.	Shows basic ability in employing career development strategies, but lacks a personalized approach.	Struggles to identify and use effective strategies for personal career development.

OAL220 Field Work

Course Purpose and Objectives:	The purpose of the program is to enable students who attend it to practice in an organization / company, a practice that will be arranged by the College during the last four months. This will give them the practical background required to successfully practice the profession of Secretary / Management Assistant.
Learning Outcomes	Upon completion of the course the learner is expected to be able to: • Understand the nature of the work of the company / organization in which they practice • They will have the opportunity to respond professionally to the phone on behalf of the company • They will have the opportunity to receive messages, transfer phone calls and provide information by telephone • They will have the opportunity to use the computer and various software programs • They will successfully use their skills on the computer • They will have the opportunity to communicate with visitors and employees of the organization • They will have the opportunity to create a system for sorting and archiving documents • They will have the opportunity to use office equipment such as a computer, fax, photocopier, scanner etc • They will have the opportunity to handle incoming and outgoing mail

General Student Assesment Rubric

Criteria	Excellent (4)	Good (3)	Satisfactory (2)	Needs Improvement (1)
Understanding of Work Nature	Demonstrates a comprehensive understanding of the organization's work nature and seamlessly integrates into professional roles.	Shows a good understanding of the work nature with minor areas of uncertainty in role integration.	Displays basic understanding of the work nature but struggles with integration into professional roles.	Lacks clear understanding of the organization's work nature and struggles significantly in role integration.
Professional Telephone Handling	Excellently manages phone communication, demonstrating professional etiquette,	Handles phone communication well with occasional lapses in professional	Adequately manages phone communication but lacks consistent	Struggles with professional phone handling, message taking, and information provision.

	effective message taking, and information provision.	etiquette or clarity.	professionalism or efficiency.	
Computer and Software Proficiency	Outstanding ability to use computers and various software programs efficiently in a professional setting.	Good proficiency in using computers and software with minor areas for improvement.	Basic computer and software skills but lacks fluency and efficiency in usage.	Inadequate skills in using computers and software for professional tasks.
Communication Skills	Exceptional communication skills with visitors and employees, demonstrating clarity, professionalism, and courtesy.	Good communication skills, though occasionally lacks clarity or professionalism in interactions.	Adequate communication skills but needs improvement in clarity and professional interaction.	Poor communication skills, struggling with clarity and professionalism in interactions.
Document Sorting and Archiving	Demonstrates excellent ability to create and manage an efficient document sorting and archiving system.	Effectively sorts and archives documents but with minor organizational issues.	Adequate sorting and archiving abilities but lacks optimal organization.	Inefficient in creating and managing a document sorting and archiving system.
Use of Office Equipment	Expert in using office equipment like computers, faxes, photocopiers, scanners, etc., for diverse tasks.	Good skills in using office equipment but with occasional challenges in diverse task management.	Basic ability to use office equipment, needing further practice for diverse tasks.	Struggles significantly with the use of office equipment for professional tasks.
Handling Mail	Highly skilled in handling both incoming and outgoing mail efficiently and professionally.	Generally handles mail well but may occasionally miss details or efficiency.	Adequately handles mail but requires improvement in efficiency and attention to detail.	Poor skills in managing incoming and outgoing mail, often lacking efficiency and accuracy.

CSL215 Introduction to Information Systems

Course purpose and objectives	The main objective of the course is to let students to acquire the necessary skills in management information systems that are necessary for the productive and effective operation in an administrative working environment. By the end of the course, students will be able to recognize the current situation in Management Information Systems, to understand their uses and how these tools will help in the decision-making process, understand the relationship of information systems and office management and to determine their role in management and decision-making. Finally, to recall the goals and applications of the personal, group and information systems of a business.
Learning outcomes	Upon successful completion of the course of study, students can demonstrate their competence in the following tasks: 1. Recognize the types of it systems to support structures and processes, management, and strategic success of organizations. 2. To use/manage various types of information systems (CRM, ERP, Intranets, Extranets, Cloud Services). 3. Solves management problems by using the corresponding tools. 4. It explains Knowledge Management and describes how Knowledge Management supports organizational decision-making and influences strategic success. 5. It evaluates key issues of Information Management Systems, including security and control and global system issues.

General Student Assesment Rubric

Criteria	Excellent (4)	Good (3)	Satisfactory (2)	Needs Improvement (1)
Understanding of Management Information Systems	Shows comprehensive and in-depth understanding of various IT systems and their strategic impact on organizations.	Demonstrates good understanding of IT systems with minor gaps in comprehending their strategic impact.	Displays basic understanding of IT systems but lacks depth in their strategic relevance.	Limited understanding of IT systems and their role in organizational strategy.
Use/Management of Information Systems	Excellently manages and utilizes diverse information systems (CRM,	Effectively uses various information systems but may struggle with	Basic ability to use common information systems, with significant	Struggles to use or manage basic information

	ERP, etc.) for organizational efficiency.	more complex applications.	room for improvement.	systems effectively.
Problem-Solving with IT Tools	Expertly applies IT tools to solve complex management problems, demonstrating innovative approaches.	Effectively uses IT tools for problem-solving with occasional challenges in complex scenarios.	Adequately uses IT tools for problem-solving but lacks fluency and creativity.	Poor ability to apply IT tools in solving management problems.
Knowledge Management	Profound understanding and ability to explain knowledge management's role in decision-making and strategic success.	Good understanding of knowledge management but may lack depth in its strategic application.	Basic grasp of knowledge management concepts, with limited ability to connect to strategic decision-making.	Minimal understanding of knowledge management and its organizational importance.
Evaluating Information Management Systems Issues	Excellently evaluates key issues in information management systems including security, control, and global issues.	Generally understands and evaluates information system issues but may miss nuances.	Adequate understanding of information system issues but lacks depth in evaluation.	Limited ability to evaluate key issues in information management systems.

OAL225 Event Administration

Course Purpose and Objectives	This course aims to equip students with the necessary skills and knowledge to efficiently administer various events within an organizational setting. It is designed to provide a comprehensive overview of the processes involved in event planning, coordination, and execution, with a special emphasis on the role of office administrators and secretaries in facilitating successful events.
	Students will explore different types of events, understand the logistics and operational aspects of event management, and learn how to address common challenges encountered during event administration.
Learning Outcomes	Upon successful completion of this course, students should be able to: 1. Understand the scope and significance of events in an organizational context. 2. Plan and coordinate various types of events efficiently. 3. Manage logistical and operational aspects of event administration. 4. Address and resolve common challenges encountered during event coordination. 5. Exhibit professionalism and effective communication skills in administering events.

General Student Assesment Rubric

Criteria	Excellent (4)	Good (3)	Satisfactory (2)	Needs Improvement (1)
Understanding of Event Scope and Significance	Demonstrates a comprehensive understanding of the role and importance of events in organizational settings.	Shows a good understanding of the importance of events, with minor gaps in comprehending their organizational impact.	Displays basic understanding of event significance but lacks depth in organizational context.	Limited grasp of the scope and importance of events in organizations.
Event Planning and Coordination	Expertly plans and coordinates various types of events, showcasing	Effectively plans and coordinates events, though may encounter minor issues in	Adequately manages event planning and coordination but lacks fluency and innovation.	Struggles to plan and coordinate events effectively, showing

	creativity and efficiency.	complex situations.		significant gaps in skills.
Logistical and Operational Management	Excellently manages all logistical and operational aspects of event administration, ensuring seamless execution.	Generally handles logistical and operational aspects well but may miss finer details.	Manages basic logistical and operational aspects, with considerable room for improvement.	Poor management of logistical and operational aspects of events.
Problem-Solving in Event Coordination	Innovatively addresses and resolves complex challenges encountered during event coordination.	Effectively resolves common challenges, with occasional difficulty in more complex scenarios.	Adequately addresses some challenges but often struggles with complex issues.	Limited ability to identify and resolve challenges in event coordination.
Professionalism and Communication	Exhibits exceptional professionalism and outstanding communication skills in all aspects of event administration.	Displays good professionalism and communication skills, with minor lapses.	Shows basic professionalism and adequate communication skills in event administration.	Lacks professionalism and effective communication skills required for successful event administration.

ΠΑΡΑΡΤΗΜΑ 4 : Χαρτογράφηση – συσχέτισης των γενικών προσδοκώμενων αποτελεσμάτων και του περιεχομένου του προγράμματος με τα προσδοκώμενα αποτελέσματα και το περιεχόμενο κάθε μαθήματος το οποίο περιλαμβάνεται στο πρόγραμμα.

[NEW ENHANCED PROGRAM FOLLOWING EEC SUGGESTIONS]

Office Administration Diploma (2 Years)

Program's Purpose and Objectives:
- **Enhanced Interdisciplinary Competence:** Develop students' capacity to integrate computing skills with advanced office adminstration, fostering a blend of technical proficiency and administrative acumen.
- **Ethical and Social Responsibility:** Instill a deep appreciation of social, moral, and ethical values, essential for responsible citizenship and ethical decision-making in business environments.
- **Professional and Personal Development:** Enhance analytical, decision-making, and communication skills, along with self-reliance and integrity, preparing students for significant personal and professional growth.
- **Specialization and Breadth:** Offer comprehensive education with a blend of specialization in office administration and business understanding to meet professional and career demands.
- **Preparedness for Advancement:** Equip students with foundational knowledge and skills for academic progression or advanced career opportunities in office administration and business settings.

Intended Learning Outcomes Aligned with the European Qualifications Framework:
- **Business Integration:** Gain an in-depth understanding of office administration integrated with fundamental business concepts, marketing strategies, and digital proficiency.
- **Advanced Technological Skills:** Attain practical experience and proficiency in micro-computer applications, database management, and computerized accounting relevant to modern business practices.
- **Managerial Skills:** Acquire specialized knowledge in office adminsitration, emphasizing ethical approaches, human resources, and event administration for effective leadership roles.
- **Communication Mastery:** Achieve advanced proficiency in technical text writing, communication, and public relations to facilitate high-level administrative functions.
- **Operational Excellence:** Develop expertise in office equipment and software applications, achieving professional standards required for certifications like ECDL.
- **Field Expertise:** Solidify learning through fieldwork, integrating theoretical knowledge with practical experience to meet the dynamic challenges of office administration in diverse business environments.

FINAL COURSE DISTRIBUTION PER SEMESTER

A/A	Course type	Course title	Course code	Periods per week	Period duration	Number of weeks/ Semester	Total periods/ Semester	Number of ECTS
			A' Semester					
1.	Major Requirement	Introduction to Computing and Internet	CSL105	3	50'	14	42	6
2.	Major Requirement	Upper Intermediate English	EGL100	3	50'	14	42	6
3.	Major Requirement	Greek Typing I	OAL100	3	50'	14	42	6
4.	Major Requirement	English Typing I	OAL105	3	50'	14	42	6
5.	Major Requirement	Modern Office Practice	OAL110	3	50'	14	42	6
							Total ECTS 30	
			B' Semester					
6.	Major Requirement	Introduction to Financial Accounting	ACL100	3	50'	14	42	6
7.	Major Requirement	Word Processing and Spreadsheet Applications	CSL110	3	50'	14	42	6
8.	Major Requirement	Introduction to Business	BSL100	3	50'	14	42	6
9.	Major Requirement	Greek Typing II	OAL115	3	50'	14	42	6
10.	Major Requirement	English Typing II	OAL120	3	50'	14	42	6
							Total ECTS 30	

C' Semester							
11.	Major Requirement	Introduction to Marketing and Digital Strategies	MAR235	3	50'	14	42	6
12.	Major Requirement	Computerized Accounting	OAL200	3	50'	14	42	6
13.	Major Requirement	Technical Text Writing	EGL200	3	50'	14	42	6
14.	Major Requirement	Human Resources	MGT225	3	50'	14	42	6
15.	Major Requirement	Communication & Public Relations	COM115	3	50'	14	42	6
							Total ECTS 30	
D' Semester							
16.	Major Requirement	Database and Presentation Applications	CSL210	3	50'	14	42	6
17.	Major Requirement	Advance Office Management: Integrative & Ethical Approaches	OAL215	3	50'	14	42	6
18.	Major Requirement	Field Work	OAL220	3	50'	14	42	6
19.	Major Requirement	Introduction to Information Systems	CSL215	3	50'	14	42	6
20.	Major Requirement	Event Administration	OAL225	3	50'	14	42	6
							Total ECTS 30	

MAPPING

Semester	Course ID	Course Title	Expected Outcomes	Mapping to Office Administrator Diploma Objectives and Learning Outcomes
A	CSL105	Introduction to Computing and Internet	Gain foundational computing skills applicable in modern office settings.	Maps to "Advanced Technological Skills" and "Operational Excellence".
A	EGL100	Upper Intermediate English	Enhance English language proficiency for effective communication.	Maps to "Communication Mastery".
A	OAL100	Greek Typing I	Develop typing efficiency in Greek for administrative tasks.	Maps to "Operational Excellence".
A	OAL105	English Typing I	Develop typing efficiency in English for administrative tasks.	Maps to "Operational Excellence".
A	OAL110	Modern Office Practice	Understand contemporary office practices and protocols.	Maps to "Professional and Personal Development".
B	ACL100	Introduction to Financial Accounting	Introduction to accounting principles relevant to office administration.	Maps to "Business Integration".
B	CSL110	Word Processing and Spreadsheet Applications	Proficiency in word processing and spreadsheets for business applications.	Maps to "Advanced Technological Skills".
B	BSL100	Introduction to Business	Fundamental business concepts for office administrators.	Maps to "Business Integration".
B	OAL115	Greek Typing II	Advanced typing skills in Greek for office administration.	Maps to "Operational Excellence".
B	OAL120	English Typing II	Advanced typing skills in English for office administration.	Maps to "Operational Excellence".

C	MAR235	Introduction to Marketing and Digital Strategies	Understanding of marketing principles and digital strategies in business.	Maps to "Business Integration".
C	OAL200	Computerized Accounting	Mastery of computerized accounting systems.	Maps to "Advanced Technological Skills".
C	EGL200	Technical Text Writing	Advanced written communication skills for technical documentation.	Maps to "Communication Mastery".
C	MGT225	Human Resources	Knowledge of HR practices for effective office management.	Maps to "Managerial Skills".
C	COM115	Communication & Public Relations	Skills in corporate communication and public relations.	Maps to "Communication Mastery".
D	CSL210	Database and Presentation Applications	Skills in managing databases and creating professional presentations.	Maps to "Advanced Technological Skills".
D	OAL215	Advance Office Management: Integrative & Ethical Approaches	Ethical management practices and integrative office strategies.	Maps to "Professional and Personal Development" and "Ethical and Social Responsibility".
D	OAL220	Field Work	Real-world experience in office administration settings.	Maps to "Field Expertise".
D	CSL215	Introduction to Information Systems	Understanding of information systems used in business and administration.	Maps to "Advanced Technological Skills".
D	OAL225	Event Administration	Skills in planning and managing events within a corporate setting.	Maps to "Managerial Skills" and "Operational Excellence".