

OFFICE MANAGEMENT AND EXECUTIVE ASSISTANT PROGRAMME INFORMATION

Programme Introduction

Following the Industrial Revolution, the dizzying developments in production brought office activities to the forefront as an element that organisations could not ignore. Just as services and production are important for organisations to sustain their existence, office work, secretarial duties and/or executive assistance are equally important for the follow-up of organisational tasks. Office workers employed in today's modern organisations, secretaries and/or executive assistants, are gaining importance as a profession that supports the manager in all aspects of his duties towards the organisation and management, performs his duties in his absence, shapes the image of the organisation, performs the task as a team player, and engages in career and work planning, opinion leadership, efficiency/effectiveness expertise, and relationship expertise.

This is an associate degree programme that aims to provide academic and professional qualifications at level five (5) according to the Turkish Higher Education Qualifications Framework (TYYÇ) Reference Level.

Within this scope;

Knowledge

Being aware of the boundaries of the field of work or study, possessing comprehensive, theory-related and fact-based knowledge specific to this field.

Skill

Possessing the necessary comprehensive, knowledge-oriented and applied skills to develop constructive solutions to abstract and concrete problems with defined boundaries.

Competencies

Performing management and supervision duties in environments subject to unforeseen changes. Assessing and developing one's own and others' performance levels. Engaging in interactions related to work processes in work or learning environments, including project management. Possessing a general awareness of the scope of a lifelong learning approach to a field of work or learning and how this scope relates to formal and informal education and self-directed learning. Being aware of the relationship between knowledge, skills, attitudes and behaviours in a field of work or learning and societal and ethical issues and responsibilities.

Programme Objectives

Today's business world is undergoing rapid change and development, giving rise to new business theories and applications. Within this structure, secretarial/executive assistance has evolved from a profession involving limited tasks and acquired by chance into a systematic structure that fulfils a specific role within the organisation.

In light of these developments, the concept of secretarial duties and responsibilities has been transferred to the concept of executive assistance. The profession encompasses various stages, ranging from daily and basic office and secretarial services to Office Management and Executive Assistance, which involves assisting managers in fulfilling their duties and responsibilities. Due to these characteristics, Executive Assistance/Secretarial work is an attractive profession supported by successful managers.

In this sense, the programme aims to equip students with the knowledge and skills necessary to meet the needs of a rapidly changing and evolving business world, proficient in at least one foreign language, expert in computer use, able to professionally apply office management principles and methods, knowledgeable in professional correspondence, able to establish good interpersonal relationships, able to type quickly and accurately using all ten fingers (F-keyboard) without looking, able to use all types of office technology, knowledgeable in modern protocol, who facilitate communication for the office and its managers, handle correspondence, organise meetings, and manage the office, who are open to innovation and development, and who train high-level office staff, office managers, executive assistants, and secretaries needed in office management, accounting, and public relations.

Programme Mission

To train contemporary, scientifically minded, innovative Executive Assistants who can contribute to the development of society. To achieve this mission, we strive to keep the programme up to date and raise it to international standards, taking into account the needs of the rapidly changing and evolving business world, communication and global integration.

Programın Vizyonu

Office Management and Executive Assistantship will become an increasingly functional programme in the future, with its need and importance growing steadily in our country, in all developed countries, and throughout the world. In the future, organisations will require a workforce with knowledge and skills in many fields even more than they do today. The Office Management and Executive Assistantship Programme aims to train qualified professionals with the knowledge and skills that organisations require in this field, while also introducing the professions of professional secretarial work and executive assistantship to new developments beyond the traditional concept of secretarial work, with the goal of making it a contemporary profession of the future.

In the organisational world of the future, other problems as important as production and sales will also be encountered. The fundamental problem for almost every organisation will be the awareness of 'economic efficiency and effectiveness' and 'social/psychological efficiency and effectiveness' in management. It is a fact that efficiency can be achieved by doing the right things, and effectiveness can be achieved by doing things right. In this sense, the programme's objective is to train secretaries and office staff who will serve in future management positions as experts in efficiency and effectiveness. On the other hand, another objective of our programme is to set out the future specifications for education and training activities within the framework of National Quality Policies and our University's Quality Policies.

The manager's office is the main hub of the organisation's management pyramid and the centre of communication, and this will continue to be the case in the future. It is certain that secretaries will also play an important role in this key centre. The aim is for future secretaries and/or executive assistants to be indispensable elements who ensure the smooth running of executive offices, organise communication, and manage the manager's time, and for Executive Assistants and/or Secretaries to provide genuine support to their managers, acting as their 'right-hand man'.

On the other hand, in the rapidly evolving business world of the future, senior managers within organisations will require individuals who can manage internal and external communication, oversee documentation (document flow), possess foreign language skills, and have knowledge and expertise in business administration, economics, accounting, management, and fundamental law. possess secretarial/executive assistant professional knowledge and skills, have acquired speaking skills, know social and organisational etiquette, and are cultured.

Office Services and Executive Assistance, for managers who will use their time effectively and reduce their duties and responsibilities; it is predicted that this will become more important in the coming years and, consequently, there will be an increase in employment.

Programme Facilities and Equipment

In order to achieve the programme's objectives, education and training are conducted in modern computer and office equipment laboratories/workshops. Outside of class hours, the department management and teaching staff implement an "open door policy", ensuring that relationships between teaching staff and students are not limited to class hours.

Students learn about all modern office equipment, as well as gaining knowledge about using ten-finger typing in computer laboratories, and work to achieve sufficient speed and practice in this area. They can use Windows-based programmes (such as word processors, spreadsheets and presentation programmes). The programme teaches the principles of professional correspondence (official letters/business letters), enabling students to develop their skills in this area. The programme includes lessons on office automation programmes, which are important for students in computer-related subjects.

Students on the Office Management and Executive Assistantship Programme are strongly encouraged to use computers and office equipment both within the scope of the programme's courses and outside of class. The aim is for students to begin their working lives with experience in using computers, office equipment and office automation programmes.

Graduates' Fields of Work

Graduates of the Office Management and Executive Assistant Programme can perform the role of Executive Assistant to senior managers in public and private sector institutions and organisations, primarily in the Grand National Assembly of Turkey, Ministries and their affiliated institutions; They are also employed as executive assistants or secretaries in relevant departments of other public and private sector administrations, such as municipalities, associations, chambers, bar associations, etc. Furthermore, they are personnel who can best perform the secretarial duties that are a fundamental requirement of law, medical, engineering, and architecture offices.

Graduates of this programme receive the title of 'Office Management and Executive Assistant Professional'. This title is equivalent to technician status.