

REPUBLIQUE DU CAMEROUN
Paix - Travail - Patrie

MINISTERE DES ENSEIGNEMENTS SECONDAIRES

SECRETARIAT D'ETAT CHARGE DE L'ENSEIGNEMENT
NORMAL

INSPECTION GENERALE DES ENSEIGNEMENTS

INSPECTION DE PEDAGOGIE CHARGEE DE
L'ENSEIGNEMENT NORMAL

SECTION ENSEIGNEMENT NORMAL TECHNIQUE

REPUBLIC OF CAMEROON
Peace-Work-Fatherland

MINISTRY OF SECONDARY EDUCATION

OFFICE OF THE SECRETARY OF STATE
IN CHARGE OF TEACHER TRAINING

INSPECTORATE GENERAL OF EDUCATION

INSPECTORATE OF PEDAGOGY INCHARGE
OF TEACHERS TRAINING

TECHNICAL TEACHER TRAINING SECTION

DECISION N° 620/17 MINESEC/SEESEN/IGE/IP-EN 8 SEPT 2017
On the implementation of the curricula for Technical Teacher Training Colleges
(TTTCs)

THE MINISTER OF SECONDARY EDUCATION

Mindful of the Constitution;
Mindful of Law n°98/004 of the 14th April 1998 to lay down Guidelines for education in
Cameroon;
Mindful of Decree n°2011/408 of 9th December 2011 to reshuffle the Government;
Mindful of Decree n°2011/409 of 9th December 2011 to appoint the Prime Minister, Head of
Government;
Mindful of Decree n°2012/267 of 11th June 2012 to organize the Ministry of Secondary Education;
Mindful of Decree n°2015/434 of 2nd October 2015 to reshuffle the Government;

Considering the necessity of service;

DECIDES:

Section 1:

(1) The curricula in appendices 1 to 10 shall, as from the date of signature of this
decision, be implemented in all Technical Teacher Training Colleges in Cameroon.

(2) The Appendices referred to in (1) of this section shall be defined as follows:

Appendix 1: Office Automation and Administrative Communications;
Appendix 2: Accounting;
Appendix 3: Home Economics;
Appendix 4: Electricity;
Appendix 5: Building Construction and reinforced Concrete;
Appendix 6: Refrigeration and Air Conditioning;
Appendix 7: Industrial Maintenance;
Appendix 8: Woodwork-Furniture;
Appendix 9: Dress Making;
Appendix 10: Plumbing.

Section 2: All previous provisions repugnant hereto are hereby repealed.

Section 3: The Inspector General of Education, Regional and Divisional Delegates of Secondary Education, the College Headmasters and Classroom Teachers shall, each in their own sphere, be in charge of the implementation of this Decision which shall be registered and published wherever necessary.

Done at Yaounde,

COPIES:

- SEESEN
- IGE
- ICG-EN
- DEN
- DRES
- DDES
- Colleges concerned
- Records



[Handwritten signature in green ink]

Jean Ernest Masséna Ngallé Bibehé

PREFACE

«Cameroon an emerging country, democratic and united in its diversity», this is the vision of the President of the Republic by 2035 whose main guidelines are defined in the Growth and Employment Strategy Paper (GESP) and the Education Sector Strategy Paper (ESSP). This vision can only be materialised through the training of a manpower which is the totality of skills and competences put at the service of the National economy.

Considering that education is an important factor for the development of human resources and at the same time a stepping stone for the acquisition of competences, the Minister of Secondary Education has adopted this vision of the President of the Republic. This is the reason why the ministry opted to review syllabuses in order to include a wide range of reforms in the contents of these syllabuses, that if mastered, will give the opportunity for learners to develop skills that will enable them integrate smoothly in the production of wealth which Cameroon needs so badly for its development. This project is intended to put at the disposal of the National Economy, competent human resources capable of innovating and sustaining growth.

The current syllabuses which have been drawn up following the competency-based approach (CBA) are intended for the professionalization of course contents with particular emphasis on adapting each speciality to a very demanding market. The main innovations of this approach are based on the development of competences, the ability of addressing professional problem situations, diagnostic, formative, criterion-referenced and integrative evaluation.

The new generation of technical education teachers will be made up of professionals with a close link with all aspects of their professions. These teachers will henceforth be able to guide, teach, communicate, educate, analyse and regulate their practices by integrating innovations necessary for the training of learners in professional training centres, Rural Artisans and Home Economics Centres and in the first cycles of Technical Schools.

I am proud of the collaboration between the Ministry of Secondary Education and UNESCO that has enabled the drawing up of these new syllabuses for TTTCs in the following ten trades:

- Office automation and Administrative Communication;



- Accounting;
- Home Economics;
- Woodwork-Furniture;
- Dress-Making;
- Industrial Maintenance;
- Electricity;
- Building Construction and Reinforced Concrete;
- Refrigeration and Air Conditioning;
- Plumbing.

The implementation of these new syllabuses marks the beginning of a new era for Technical Teacher Training Colleges. We call on all the actors of the pedagogic chain to make good use of these tools in order to contribute effectively to the development of human resources which Cameroon badly needs for its emergence.



Appendix I

TEACHING SYLLABUS IN TECHNICAL TEACHER
TRAINING COLLEGES (TTTCS)

Specialty : **Office Automation and
Administrative Communications**



Contents

	Pages
Duration And Coefficients	7
Administrative methods	8
Word processing	14
Applied work	23
Mailing	33
Materials and office automation tools	40
Filing	44
Note taking	47
Economics	52
Business management	58
Applied Mathematics	62
Sociology	67
Psycho Pedagogy	74
Deontology and Professional Ethics	79
French	84
Editors	90

DURATION AND COEFFICIENTS

SUBJECTS	1 st year		2 nd year		3 rd year	
	Duration	Coef.	Duration	Coef.	Duration	Coef.
GENERAL EDUCATION	10	10	08	08	08	08
English	3	3	2	2	2	2
French	3	3	2	2	2	2
General maths	2	2	2	2	2	2
Citizenship	1	1	1	1	1	1
Sports/animation	1	1	1	1	1	1
SCIENCES OF EDUCATION	06	06	06	06	06	06
Psycho pedagogy	2	2	2	2	2	2
Sociology	1	1	1	1	1	1
Applied Pedagogy	2	2	2	2	2	2
Ethics and deontology	1	1	1	1	1	1
PROFESSIONAL SUBJECTS	19	19	21	21	21	21
word processing	-	-	-	-	-	-
Administrative methods	3	3	2	2	2	2
Mailing	2	2	3	2	3	2
Note taking	1	1	1	1	1	1
Office automation	2	2	2	2	2	2
Filing	1	1	1	1	1	1
Office automation materials and tools	1	1	1	1	1	1
Applied work	3	2	3	3	5	5
General Economics	2	2	2	2	2	2
Business Organisation	2	2	2	2	2	2
Commerce	1	1	1	1	-	-
Applied maths	1	1	1	1	1	1
Law/legislation	1	1	1	1	1	1
Conduct	-	1	-	1	-	1
TOTAL	35	35	35	35	35	35

SUBJECT : ADMINISTRATIVE METHODS
 LEVEL : 1

Weekly Schedule: 3 hours
 Annual Schedule: 66 hours

COMPETENCES

This subject entails acquisition in the following competences: C110. - C230. - C231. - C310. - C400. - C101.

COMPETENCES / ELEMENTS OF COMPETENCES	CONTENTS	DURATION
<p>C230 : Analyse administrative work</p> <p>C2301 Arrange a post of work</p> <p>C2302 Describe the functions and the task</p> <p>C2303 Establish the post profile</p> <p>C2304 Bring out the organizational structure</p> <p>C2305 Control the quality of task to be executed</p> <ul style="list-style-type: none"> ▪ C231 : Criticise and propose an ergonomic implantation of the post of work and its cost ▪ C2311 : Sort out the fault of the present post of work ▪ C2312 : Propose a new ergonomic arrangement ▪ C2313 : Establish a new post profile ▪ C2314 : Establish new work instructions ▪ C2315 : Calculate the cost of the new implantation ▪ C420 : Assess, choose and define conditions for using supports, furniture, materials and software ▪ C4206 : Evaluate the cost of using the material 	<p style="text-align: center;">KNOWLEDGE ADMINISTRATIVE WORK</p> <ul style="list-style-type: none"> ○ Definition of administrative work ○ Functions of administrative work ○ Objective of administrative work ○ Decomposition of the activities administrative work ○ Concepts of the analysis of administrative work ○ Arrangement of the post of work ○ Ergonomic establishment of the post of work ○ Post profile ○ Instruction card ○ Administrative Costs <hr/> <p style="text-align: center;">KNOW HOW</p> <ul style="list-style-type: none"> - Elaborate a post profile - Elaborate the various cards; Instruction, attribution, and distribution of function - Establish an ergonomic working station - Calculate administrative costs 	18 H
<ul style="list-style-type: none"> ▪ C110 : Welcome a visitor <ul style="list-style-type: none"> ▪ C1101 : Do a self-presentation; present a person, the services of the enterprise ▪ C1102 : Welcome a visitor in 	<p style="text-align: center;">KNOWLEDGE INFORMATION AND COMMUNICATION IN THE MANAGEMENT OF ORGANIZATIONS</p> <p style="text-align: center;">1 INFORMATION</p> <ul style="list-style-type: none"> ○ Definition and role ○ Qualities of information ○ Stages of information management 	12 H

COMPETENCES / ELEMENTS OF COMPETENCES	CONTENTS	DURATION
<p>French or English, get in contact, and adopt an open attitude, of help, of availability, of service and responsibility...</p> <ul style="list-style-type: none"> ▪ C1103 : Orientate, to announce, to present a visitor or a colleague. ▪ C1105 : Inform and /or advise all person interlocutors, to answer the request and expectations, report of a situation, and argue. 	<ul style="list-style-type: none"> ○ Sources of information <p>2 COMMUNICATION</p> <ul style="list-style-type: none"> ○ Elements of a communication process ○ Situations of communication ○ Difficulties and barriers of communication ○ Relationship and behaviours in working groups ○ Control and improvement of communication <p>3 RECEPTION</p> <ul style="list-style-type: none"> ○ Reception of visitors in the company <p>4 GROUP WORK RELATIONSHIP Relationship and behaviours in group work</p> <p style="text-align: center;">KNOW-HOW</p> <ul style="list-style-type: none"> - Simulate (suggest, imitate, invent) situations of communication - Produce (draw) telephone cards - Elaborate absence cards - Elaborate message cards 	
<ul style="list-style-type: none"> ▪ C400 : Represent information in an abbreviated form ▪ C4001 : Identify the structure and the form of information ▪ C4002 : Practice and interpret functional codification 	<p style="text-align: center;">KNOWLEDGE STRUCTURE, FORM AND CODIFICATION (FUNCTIONAL) OF INFORMATION</p> <ul style="list-style-type: none"> ○ The structure ○ Forms of information ○ Definition – advantages and disadvantages of codification ○ types of numerical codes ○ Techniques of control ○ Qualities of codes ○ The choice of codes <p style="text-align: center;">KNOW-HOW</p> <p style="text-align: center;">Real practice of codification in the classroom and in the company</p>	9 H
<p>C101 : Conceive, treat, produce, select visual messages on various support</p> <ul style="list-style-type: none"> ▪ C10112 : identify a printed matter ▪ C10113 : conceive a printed matter ▪ C.10114 : fill a printed matter 	<p style="text-align: center;">KNOWLEDGE CLASSICAL AID OF INFORMATION</p> <ul style="list-style-type: none"> ○ Definition, role and quality of a printed matter ○ Classification of printed matters ○ Presentations of printed matters ○ Printed matters with direct reading ○ Printed matters meant for typing <p style="text-align: center;">KNOW-HOW</p>	6 H

COMPETENCES / ELEMENTS OF COMPETENCES	CONTENTS	DURATION
<ul style="list-style-type: none"> ▪ C10115 : Differentiate between position and linking printed 	<ul style="list-style-type: none"> - Conceive the printed matters - Fill the printed matters 	
<p>C101 : Conceive, treat, produce, select visual messages on various support</p> <ul style="list-style-type: none"> ▪ C10116 : Distinguish the types of aids ▪ C10117 : select an aid in function of the reading organ ▪ C10118 : Distinguish the capacity of the aids ▪ C10116 : Distinguish the different categories of moderns aids 	<p style="text-align: center;">KNOWLEDGE MODERN AIDS OF INFORMATION</p> <p style="text-align: center;">INTEGRATION OF ACTIVITIES IN OFFICE AUTOMATION</p> <ul style="list-style-type: none"> ○ Magnetic aid ○ Direct reading aids ○ Optical aids ○ Arrangement of the aids <hr/> <p style="text-align: center;">KNOW-HOW</p> <p style="text-align: center;">Practically use these aids</p>	9 H
<ul style="list-style-type: none"> ▪ C310: Constitute and organize a file, verify the documents, carry out calculations... ▪ C3101 : rapidly assemble the information and the justificative materials 	<p style="text-align: center;">KNOWLEDGE THE CONSTITUTION AND MANAGEMENT OF FILES</p> <p style="text-align: center;">OPERATION ON FILES</p> <ul style="list-style-type: none"> ○ Record, collection ○ Filing information ○ Files and operations on files <hr/> <p style="text-align: center;">KNOW-HOW</p> <p style="text-align: center;">set up the files,</p>	12 H

MEDIAGRAPHIE

- O. BARBIER, M. PELATAN, Méthodes Administratives, Tle G, NATHAN
- M. REICHEL, M. BORDENAVE, F. ORIEUX, A.SAGUEZ, Gestion des Activités Administratives, Bureautique 1^{ère} année, NATHAN
- M. REICHEL, M. BORDENAVE, F. ORIEUX, A. SAGUEZ, Gestion des Activités Administratives, Bureautique Terminales, NATHAN
- E. Raguene, Gestion Administratives, Traiter, les documents de l'entreprise Tome 1, 2^{nde} et 1^{ère} G1, FOUCHER
- J. LAMY, F. Miahle, Bureautique et Communication, Tle G, DUNOD
- M. Breton, M. A. Dupont, C. Parey, Gestion Administrative, Organiser, L'Ecrit, l'Oral et les Médias, Tome 2, et Tle G1, Foucher
- O. GIRAULT, Méthodes Administratives et Commerciales, 1^{ère} G1, Foucher
- O. GIRAULT, Méthodes Administratives et Commerciales, Tle G1, Foucher

COMPETENCES

This subject entails acquisition in the following competences:

C410. - C220. - C103. - C310. - C230.

COMPETENCE/ELEMENTS OF COMPETENCES	CONTENT	DURATION
<ul style="list-style-type: none"> ❖ C410 : Represent a process in a symbolic and logical form ▪ C4101 : Identify the phases of a treatment, ▪ C4102 : Determine the chronology and logic of a treatment ▪ C4103 : Represent and read the treatment in form of a drawing 	<p>KNOWLEDGE PROCESSING OF INFORMATION</p> <ul style="list-style-type: none"> ○ The Algorithm ○ Data flow chart ○ Processing flow chart ○ Decision tables with limited entries ○ Criteria to choice a mode of processing <hr/> <p>KNOW-HOW</p> <ul style="list-style-type: none"> - Elaborate an algorithm - Draw the processing flowchart - Elaborate a decision table 	18 H
<ul style="list-style-type: none"> ❖ C200 : Program and follow-up activities ▪ C2002 : priorities the order of execution ▪ C2004 : Manage his/her time ▪ C2001 Identify the various tasks and evaluate the necessary timing. ▪ C2005 : Control and report ▪ C220 : planify and follow-up a small project ▪ C2201 : Planify and attribute the means, ▪ C2202 : Put the project in place and follow it up, ▪ C2203 : Draft out the balance sheet of the various operations 	<p>KNOWLEDGE VISUALIZATION OF INFORMATION INTEGRATION OF OFFICE AUTOMATION IN APPLIED MATHEMATICS ACTIVITIES</p> <ul style="list-style-type: none"> ○ Tables ○ Graphs ○ Work Scheduling (Plannings) ○ PERT network <hr/> <p>KNOW-HOW</p> <ul style="list-style-type: none"> - Conceive the work schedules - Conceive a PERT network - Conceive tables and graphs 	18 H
<ul style="list-style-type: none"> ❖ C103 Elaborate, criticise and correct the circulation of documents ▪ C1031 : Representing a process in the form of a diagram, ▪ C1032 : Read a diagram ▪ C1033 : Criticise and ameliorate a circuit of document 	<p>KNOWLEDGE INFORMATION CIRCUIT</p> <ul style="list-style-type: none"> ○ Visualization through the posts documents diagram ○ Visualisation through the image diagram ○ Visualisation through the SCOM diagram ○ Analyze, criticizes and improve the 	15 H

COMPETENCE/ELEMENTS OF COMPETENCES	CONTENT	DURATION
	<p>process</p> <p>KNOW-HOW Visualize a post documents, image and SCOM diagram Criticize and improve a circuit of information</p>	
<ul style="list-style-type: none"> ❖ C310: Constitute and organize a file, verify the documents, carry out calculations... <ul style="list-style-type: none"> ▪ C3103 : Choose its presentation and its aid taking into consideration its aim and use (documentary file, technical, commercial...) ▪ C3111 : Carry out treatment of operations, typing and control : ▪ C3124 : Search and exploit documentary sources ▪ C3125 : Choose and consult data banks ▪ C3126 : Constitute and actualise documentary files 	<p>KNOWLEDGE DOCUMENT MANAGEMENT</p> <ul style="list-style-type: none"> ○ Documentary sources ○ Recording and Retrieval of information (in a file, on Internet, in data banks, in libraries...) <p>KNOW-HOW INTEGRATION OF OFFICE AUTOMATION IN ACTIVITIES Search and record documents in a file, on Internet in a data bank and libraries</p>	9 H
<ul style="list-style-type: none"> ❖ C230 : Analyse administrative work <ul style="list-style-type: none"> ▪ C2305 : Control the quality of task to be executed 	<p>KNOWLEDGE QUALITY CONTROL OF ADMINISTRATIVE WORK</p> <ul style="list-style-type: none"> ○ The cause-effect diagram <p>KNOW-HOW Elaborate the ISHIKAWA diagram</p>	6 H

Subject : Administrative Methods
LEVEL : 3

Weekly schedule : 2 hours
Annual schedule : 44 hours

COMPETENCES

This subject entails acquisition in the following competences:

- **C5 : micro teaching**
DIDACTIC OF THE SUBJECT
 - ❖ Each student teacher prepares and exposes lessons on Administrative Methods in front of his/her classmates on a topic chosen by the teacher,
 - ❖ At the end of each lesson, a forum for criticism is organized and controlled by the teacher in order to point out the strength and weaknesses of the day's presenter.

COMPETENCES/ELEMENTS OF COMPETENCES	CONTENT	DURATION
<ul style="list-style-type: none"> ▪ C5011: Respect the deontology of the profession ▪ C5102: Apply moral and justice rules ▪ C5103 Read , write the working language correctly(French for francophones and English for Anglophones) ▪ C5104 Organize and planify teaching activities ▪ C5105 Prepare and teach lessons ▪ C5106 Prepare and administer formative and summative evaluations ▪ C5107 Use ICT in the teaching frame work ▪ C5108 Participate in the life-wire of the institution ▪ C5109 Evaluate teaching activities and carry out a self-evaluation 	<p>KNOWLEDGE:</p> <ul style="list-style-type: none"> - Confer Administrative Methods of the 1st and 2nd year. <p>KNOW-HOW</p> <ul style="list-style-type: none"> - Preparation of the lesson - Presentation of the lesson - Use of the chalkboard - Use of pedagogic documents - Mastery of the classroom - Class participation <p style="text-align: center;">ATTITUDE</p> <ul style="list-style-type: none"> - Correct dressing - Enthusiasm - Self-confidence - Punctuality - Assiduity 	36 H

MEDIAGRAPHIE

- O. BARBIER, M. PELATAN, Méthodes Administratives, Tle G, NATHAN
- M. REICHEL, M. BORDENAVE, F. ORIEUX, A.SAGUEZ, Gestion des Activités Administratives, Bureautique 1^{ère} année, NATHAN
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- O. GIRAULT, Méthodes Administratives et Commerciales, 1^{ère} G1, Foucher
- O. GIRAULT, Méthodes Administratives et Commerciales, Tle G1, Foucher

COMPETENCES

This subject entails acquisition in the following competences : C100. - C101. - C112. - C102.

COMPETENCES/ELEMENTS OF COMPETENCES	CONTENT	DURATION	
<ul style="list-style-type: none"> ❖ C100 : Write, treat and produce text within the professional context ▪ C1002 : Write letters, notes, personalised and/or automated convocations with current nature ▪ C101 : Conceive, treat, produce, select messages ▪ C1012 : Ensure the editing of data in the form of graphical tables ▪ C1013 Improve on the legibility of a text ▪ C1014 : Conceive a printed matter ▪ C1015 : Ensure page setup ▪ C1017 : Creating, ameliorating and presenting a printed matter. ▪ C1018 : Insert objects (images, spread sheets, view of a data base, graphic representation ...). ▪ C1019 Realise a mail merge and editing labels ▪ C1010 : Conceive complimentary cards, invitation cards.... ❖ C102 : Circulation and transmission of all documents ▪ C1021: Register, sorting and/or circulation of mails. ▪ C1022 : correction of a text from a manuscript ▪ C112 Communicate through the media (mediatised Communication) ▪ C1121 : Transmission and reception of 	<p style="text-align: center;">KNOWLEDGE</p> <p style="text-align: center;">GENERALITIES AND THE WORKING ENVIRONMENT</p> <ul style="list-style-type: none"> ○ Definition of terms ○ Importance of word processing ○ Description of the computer 	2 H	
	<p style="text-align: center;">KNOW-HOW</p> <p style="text-align: center;">Distinguish the different components of the computer</p>		
		<p style="text-align: center;">KNOWLEDGE</p> <p style="text-align: center;">Functioning of the computer</p>	2 H
		<p style="text-align: center;">KNOW-HOW</p> <ul style="list-style-type: none"> - Start the computer, open and describe windows - launch the program - Present windows - Close the program - Shut down the computer 	
		<p style="text-align: center;">KNOWLEDGE</p> <p style="text-align: center;">Study of Microsoft word screen</p>	
		<p style="text-align: center;">KNOW-HOW</p> <p style="text-align: center;">Minimise, maximise and restore windows</p>	
		<p style="text-align: center;">KNOWLEDGE</p> <p style="text-align: center;">TYPING PRINCIPLES</p>	2H
		<p style="text-align: center;">KNOW-HOW</p> <p style="text-align: center;">Respect all the typing rules (punctuation, enumeration, typing in lower and upper cases...)</p>	
	<p style="text-align: center;">KNOWLEDGE</p> <p style="text-align: center;">COMPLETE KEYBOARD MASTERY</p>		

COMPETENCES/ELEMENTS OF COMPETENCES	CONTENT	DURATION	
<p>documents</p> <p>C100 : Write, treat and produce text within the professional context</p> <ul style="list-style-type: none"> ▪ C1002 : Write letters, notes, personalised and/or automated convocations with current nature ▪ C101 : Conceive, treat, produce, select visual messages on various support ▪ C1012 : Ensure the editing of data in the form of graphical tables ▪ C1013 : Improve on the legibility of a text ▪ C1014 : Conceive a printed matter, ▪ C1017 : Creating, ameliorating and presenting a printed matter. ❖ C1018 Insert objects (images, spread sheets, view of a data base, graphic representation ...). ❖ C100 : Write, treat and produce text within the professional context ▪ C1002 : Write letters, notes, personalized and/or automated convocations with current nature ▪ C101 : Conceive, treat, produce, select visual messages on various support ▪ C1012 Ensure the editing of data in the form of graphical tables ▪ C1013 : Improve on the legibility of a text ▪ C1014 Conceive a printed matter, ▪ C1017 : Creating, ameliorating and presenting a printed matter. ▪ C1018 : Insert objects (images, spread sheets, view of a data base, graphic representation ...). ▪ C1019 : Realise a mail merge and editing labels ▪ C1010: Conceive complimentary cards, 	<ul style="list-style-type: none"> ○ Home keys ○ Lateral keys ○ Upper row keys ○ Lower row keys ○ Numerical keys ○ Arrow keys ○ Function keys 	<p>2H</p>	
	<p>KNOW-HOW</p> <ul style="list-style-type: none"> - Type of home keys - Identify the homes using touch typewriting principles(blind method) - Warm-up drills <ul style="list-style-type: none"> ✓ Lateral keys ✓ Upper row keys ✓ Lower row keys ✓ Use of the numerical keys ✓ Use of arrow keys 		
	<p>KNOWLEDGE</p> <p>INPUT AND DISPLAY</p>		
	<p>KNOW-HOW</p> <ul style="list-style-type: none"> - Speed and accuracy drill - Insertion of special characters - Copy and paste characters 		<p>2H</p>
	<p>KNOWLEDGE</p> <p>TYPING, EDITING AND SAVING A TEXT</p>		
	<p>KNOW-HOW</p> <ul style="list-style-type: none"> - Delete or add characters, words or paragraphs - Move a word or words - Undo an operation - Redo a cancelled operation - Spell checking - Save a document 		<p>2 H</p>

COMPETENCES/ELEMENTS OF COMPETENCES	CONTENT	DURATION
<p>invitation cards....</p> <ul style="list-style-type: none"> ❖ C102 : Circulation and transmission of all documents <ul style="list-style-type: none"> ▪ C1021 Register, sorting and/or circulation of mails. ▪ C1022 : Write useful annotations for follow up on a document ▪ .C112 : Communication of textual and visual written information ▪ C1121 : Transmit and receive all documents ❖ C100 : Write, treat and produce text within the professional context <ul style="list-style-type: none"> ▪ C1002 : Write letters, notes, personalised and/or automated convocations with current nature ❖ C101 : Conceive, treat, produce, select visual messages on various support <ul style="list-style-type: none"> ▪ C1012 Ensure the editing of data in the form of graphical tables ▪ C1013 : Improve on the legibility of a text ▪ C1014 Conceive a printed matter, ▪ C1017 : Creating, ameliorating and presenting a printed matter. ▪ C1018 : Insert objects (images, spread sheets, view of a data base, graphic representation ...). ▪ C1019 : Realize a mail merge and editing labels ▪ C1010: Conceive complimentary cards, invitation cards.... ❖ C102 : circulation and transmission of all documents <ul style="list-style-type: none"> ▪ C1021 : Register, sorting and/or circulation of mails. 	<p>KNOWLEDGE CHARACTER FORMATTING</p>	2 H
	<p>KNOW-HOW Modify the font, colour, style and size</p>	
	<p>KNOWLEDGE TABLES</p>	
	<p>KNOW-HOW</p> <ul style="list-style-type: none"> - Creating or inserting a simple table - Insert or delete a column - Insert, modify or applying fixed lengths to columns and lines - Centralise a table - Draw a graph from a table - Conceive and present a printed matter 	
	<p>KNOWLEDGE INSERTIONS</p>	
	<p>KNOW-HOW</p> <ul style="list-style-type: none"> - Insert a page break - Insert headers and footers - Page numbering - Insert mathematical equation and signs 	2 H
<p>KNOWLEDGE DRAWINGS</p>	6 H	
	<p>KNOW-HOW</p> <ul style="list-style-type: none"> - Inserting a text box - Resizing a text box - Inserting an image or object in a text box /text wrapping 	

COMPETENCES/ELEMENTS OF COMPETENCES	CONTENT	DURATION
	- Creating bullets and numberings	
	<p style="text-align: center;">KNOWLEDGE Printing and saving documents</p>	1 H
	<p style="text-align: center;">KNOW-HOW</p> <ul style="list-style-type: none"> - Printing - Creating folders and sub folders - Saving and exiting word 	
	<p style="text-align: center;">KNOWLEDGE Protecting a document</p>	
	<p style="text-align: center;">KNOW-HOW Protecting a document with a pass word</p>	
	<p style="text-align: center;">KNOWLEDGE Introduction to power point, Excel and Publisher</p>	6 H
	<p style="text-align: center;">KNOW-HOW</p> <ul style="list-style-type: none"> - Starting of : Excel, Publisher, Power point applications 	
	<p style="text-align: center;">KNOWLEDGE Mail merge</p>	4 H
	<p style="text-align: center;">KNOW-HOW Carry out mail merging</p>	
	<p style="text-align: center;">KNOWLEDGE Display</p>	2 H
<p style="text-align: center;">KNOW-HOW</p> <ul style="list-style-type: none"> - Headers and footers - Activate or deactivate a tool bar - Activate or deactivate a ruler 		
	<p>Initiation to other software</p> <ul style="list-style-type: none"> • EXCEL <ul style="list-style-type: none"> - Study of the Excel environment - Type data - Modify cells - Carry out simple calculations - Insert borders - Generate graphs • POWERPOINT <ul style="list-style-type: none"> - Study of the PowerPoint environment - Create slides - Modify(duplicate, delete) • PUBLISHER <ul style="list-style-type: none"> - Study of the Publisher environment (page 20) 	

Subject : Word Processing
LEVEL : 2

Weekly schedule: 2 hours
Annual schedule : 44 hours

COMPETENCES

This subject entails acquisition in the following competences
C100. - C101. - C102. - C112:

COMPETENCES/ELEMENTS OF COMPETENCES	CONTENT	DURATION
<ul style="list-style-type: none"> ❖ C100 : Write, treat and produce text within the professional context ▪ C1001 : report of an oral communication in writing ▪ C1005 : control the productions realised ▪ C1006 : modify the format for the orientation of the paper ▪ C1007 : understand the functions ▪ C1008 : scan a document ▪ C1009 : use a projector ▪ C10010 : manage a work table ▪ C10011 : analyse a questionnaire 	<p style="text-align: center;">KNOWLEDGE TYPING AND DISPLAY</p>	2 H
	<p style="text-align: center;">KNOW-HOW</p> <ul style="list-style-type: none"> - Speed and accuracy drills - Insert special characters - Copy and paste characters 	
<ul style="list-style-type: none"> ▪ C1019 : Realize a mail merge and editing labels. 	<p style="text-align: center;">KNOWLEDGE</p> <p style="text-align: center;">Typing, editing and saving a text</p>	4 H
	<p style="text-align: center;">KNOW-HOW</p> <ul style="list-style-type: none"> - Delete or add characters, words and paragraphs - Move words - Undo an operation - Redo a cancelled operation - Check spelling and grammar - Save a document 	
<ul style="list-style-type: none"> ❖ C101 : Conceive, treat, produce, select visual messages on various support ▪ C1012 Ensure the editing of data in the form of graphical tables 	<p style="text-align: center;">KNOWLEDGE</p> <p style="text-align: center;">CHARACTER FORMATTING</p>	4 H
	<p style="text-align: center;">KNOW-HOW</p> <ul style="list-style-type: none"> - Modify a font type, font colour, font style and font size - Change case - Paragraph formatting : <ul style="list-style-type: none"> ✓ Line spacing, spacing, , bullets and numberings and indentation, ✓ Alignments (left, right, centre, justify). 	
<ul style="list-style-type: none"> ❖ C102 : : circulation and transmission of all documents ▪ C1021 : Register, sorting and/or circulation of mails. ▪ C1022 : Write useful annotations for follow up on a document 	<p style="text-align: center;">KNOWLEDGE</p> <p style="text-align: center;">Printing</p>	
	<p style="text-align: center;">KNOW-HOW</p> <ul style="list-style-type: none"> - Identify and print a document - Open an existing document - Printer setting - Print an opened document 	
<ul style="list-style-type: none"> ❖ C112 : Communicate through the media (mediatised Communication) ▪ C1121 : Transmit and receive all documents 		

COMPETENCES/ELEMENTS OF COMPETENCES	CONTENT	DURATION	
<p>C100 : Write, treat and produce text within the professional context</p> <ul style="list-style-type: none"> ▪ C1001 report of an oral communication in writing, the resolutions of a meeting and conclusions <p>C1005 : control the productions realized C1006 : modify the format for the orientation of the paper</p> <ul style="list-style-type: none"> ▪ C1007 : understand the functions ▪ C1008 : scan a document ▪ C1009 : use a projector ▪ C10010 : manage a work table ▪ C10011 : analyse a questionnaire <p>❖ C101 : Conceive, treat, produce, select visual messages on various support</p> <ul style="list-style-type: none"> ▪ C1012 Ensure the editing of data in the form of graphical tables ▪ C1019 : Realize a mail merge and editing labels. <p>❖ C102 : : circulation and transmission of all documents</p> <ul style="list-style-type: none"> ▪ C1021 : Register, sorting and/or circulation of mails. ▪ C1022 : Write useful annotations for follow up on a document <p>❖ C112 : : Communicate through the media (mediatised Communication)</p> <p>❖ C1121 : Transmit and receive all documents</p> <p>❖ C100: Write, treat and produce text within the professional context</p> <ul style="list-style-type: none"> ▪ C1001 report of an oral communication in writing, the resolutions of a meeting and conclusions ▪ C1005 : control the productions realized C1006 : modify the format for the orientation of the paper ▪ C1007 : understand the functions ▪ C1008 : scan a document 	<p>KNOWLEDGE</p> <p>Text editing</p>		
	<p>KNOW-HOW</p> <p>Copy and paste a text</p>		
	<p>KNOWLEDGE</p> <p>TYPING PRINCIPLES</p>		
	<p>KNOW-HOW</p> <p>Respect all the typing rules (punctuation, enumeration, typing in lower and upper cases...)</p>		
	<p>KNOWLEDGE:</p> <p>CHARACTER FORMATTING</p>		
	<p>KNOW-HOW</p> <ul style="list-style-type: none"> - Modify a font type, font colour, font style and font size 		
	<p>KNOWLEDGE</p> <p>PAGE SETUP</p>	2 H	
	<p>KNOW-HOW</p> <ul style="list-style-type: none"> - Modify the layout - Modify the margins - Modify paper size..... 		
	<p>KNOWLEDGE</p> <p>MANUSCRIPT SIGNS</p>	<p>KNOW-HOW</p> <ul style="list-style-type: none"> - Identify and interpret manuscript correction signs - Display and correct texts with manuscript correction signs 	2 H
	<p>KNOWLEDGE</p> <p>DISPLAY</p>		
	<p>KNOW-HOW</p> <ul style="list-style-type: none"> - Insert headers and footers - Activate and deactivate toolbars 	2 H	

COMPETENCES/ELEMENTS OF COMPETENCES	CONTENT	DURATION	
<ul style="list-style-type: none"> ▪ C1009 : use a projector ▪ C10010 : manage a work table ▪ C10011 : analyse a questionnaire ❖ C101 : Conceive, treat, produce, select visual messages on various support <ul style="list-style-type: none"> ▪ C1012 Ensure the editing of data in the form of graphical tables ▪ C1019: Realize a mail merge and editing labels. ❖ C102: circulation and transmission of all documents <ul style="list-style-type: none"> ▪ C1021 : Register, sorting and/or circulation of mails. ▪ C1022 : Write useful annotations for follow up on a document ❖ C112 : Communicate through the media (mediatised Communication) <ul style="list-style-type: none"> ▪ C1121 : Transmit and receive all documents <ul style="list-style-type: none"> ❖ C100 Write, treat and produce text within the professional context ▪ C1001 report of an oral communication in writing, the resolutions of a meeting and conclusions ▪ C1005 : control the productions realised ▪ C1006 : modify the format for the orientation of the paper ▪ C1007 : understand the functions ▪ C1008 : scan a document ▪ C1009 : use a projector ▪ C10010 : manage a work table ▪ C10011 : analyse a questionnaire ❖ C101 : Conceive, treat, produce, select visual messages on various support <ul style="list-style-type: none"> ▪ C1012 Ensure the editing of data in the 	- Activate and deactivate a ruler		
	KNOWLEDGE TABLES	<ul style="list-style-type: none"> - Create or insert a simple table - Insert or delete a column - Insert, modify or applying fixed lengths to columns and lines - Centralise a table - Drawing a graph from a table - Conceive and present a printed matter 	6 H
	KNOW-HOW		
	KNOWLEDGE INSERTIONS	<ul style="list-style-type: none"> - Insert a page break - Insert headers and footers - Page numbering - Insert mathematical equation and signs 	
	KNOW-HOW		
	KNOWLEDGE DRAWING	<ul style="list-style-type: none"> - Insert a text box - Resize a text box - Insert an image or object in a text box /text wrapping - Creating bullets and numberings 	1 H
	KNOW-HOW		
	KNOWLEDGE PARAGRAPH STYLES AND TABLE OF CONTENTS	<ul style="list-style-type: none"> - Create and generate a table of content 	2 H
	KNOW-HOW		
	KNOWLEDGE MERGE AND MAIL MERGING	<ul style="list-style-type: none"> - Apply Merging and mail merging 	4 H
KNOW-HOW			

COMPETENCES/ELEMENTS OF COMPETENCES	CONTENT	DURATION	
<p>form of graphical tables</p> <p>C1019 : Realise a mail merge and editing labels.</p> <p>❖ C102 : C102: circulation and transmission of all documents</p> <ul style="list-style-type: none"> ▪ C1021 : Register, sorting and/or circulation of mails. ▪ C1022 : Write useful annotations for follow up on a document <p>❖ C112 : Communicate through the media (mediatised Communication)</p> <ul style="list-style-type: none"> ▪ C1121 : Transmit and receive all documents 	<p>KNOWLEDGE ELECTRONIC MAIL</p>	2 H	
	<p>KNOW-HOW</p> <ul style="list-style-type: none"> - Transmit and receive attachments - Manage an electronic directory 		
	<ul style="list-style-type: none"> ▪ C1021 : Register, sorting and/or circulation of mails. ▪ C1022 : Write useful annotations for follow up on a document 	<p>KNOWLEDGE MODELS AND AUTOMATIC INSERTIONS</p>	1 H
		<p>KNOW-HOW</p> <ul style="list-style-type: none"> - Create and manage a model - Automatic insertion parameters 	
	<p>❖ C112 : Communicate through the media (mediatised Communication)</p> <ul style="list-style-type: none"> ▪ C1121 : Transmit and receive all documents 	<p>KNOWLEDGE PRINTED MATTERS</p>	1 H
		<p>KNOW-HOW Create a printed matter</p>	
	<ul style="list-style-type: none"> ▪ C1121 : Transmit and receive all documents 	<p>KNOWLEDGE PRINTING AND SAVING A DOCUMENT</p>	1 H
		<p>KNOW-HOW</p> <ul style="list-style-type: none"> - Preview a document and print a document - Protect a document with a password - Save a document and exit word 	
	<ul style="list-style-type: none"> ▪ C1121 : Transmit and receive all documents 	<p>KNOWLEDGE STUDY OF OTHER SOFTWARE (Power point, sphinx Primo, Access,)</p>	6 H
		<p>KNOW-HOW</p> <ul style="list-style-type: none"> - Create a new slide - Conceive compositions from a model - Create a new questionnaire - Create a new data base - Create tables - Create a request 	

Subject: Word processing
LEVEL : 3

Weekly schedule : 2 hours
Annual schedule : 44 hours

COMPETENCES

This subject entails acquisition in the following competences
C5 : TEACHING

DIDACTIC OF THE SUBJECT :

- ❖ Each student teacher prepares and exposes lessons on Word processing in front of his/her classmates on a topic chosen by the teacher,
- ❖ At the end of each lesson, a forum for criticism is organized and controlled by the teacher in order to point out the strength and weaknesses of the day's presenter.

COMPETENCES/ELEMENTS OF COMPETENCES	CONTENT	DURATION
<ul style="list-style-type: none"> ▪ C5011 : Respect the deontology of the subject ▪ C5102 : Apply moral and justice rules ▪ C5103 : Read , write the working language correctly(French for francophones and English for Anglophones) ▪ C5104 : Organize and planify teaching activities ▪ C5105 : Prepare and teach lessons ▪ C5106 : Prepare and administer formative and summative evaluations ▪ C5107 : Use ICT in the teaching frame work ▪ C5108 : Participate in the life-wire of the institution ▪ C5109 : Evaluate teaching activities and carry out a self-evaluation 	<p>KNOWLEDGE</p> <ul style="list-style-type: none"> - See Word Processing year 1 and 2 - Lesson preparation - Lesson presentation - Board management - Use of the pedagogic documents - Class management - Students participation <p>ATTITUDE</p> <ul style="list-style-type: none"> - Dressing - Enthusiasm - Self confidence - Punctuality - Assiduity 	22 H

Subject : APPLIED WORK
LEVEL : 1

Weekly Workload: 3 hours
Annual Workload: 66 hours

COMPETENCES

This subject entails acquisition in the following competences

C300. - C114.- C211.- C230.- C111.- C311.- C103.- C100.- C120. - C200. - C420.

COMPETENCES/ELEMENTS OF COMPETENCES	CONTENT	DURATION
<ul style="list-style-type: none"> ❖ C300 : File a document according to an appropriate method and system to facilitate easy retrieval <ul style="list-style-type: none"> ▪ C3001: Choose and put in place an archiving system for collective use. ▪ C3002 : Implement research techniques to deliver documents on time ❖ C114 : Take quick notes using the shorthand method in force <ul style="list-style-type: none"> ▪ C1144 : Save instructions, oral or telephone messages and the elements of a meeting (before, during and after) ▪ C1142 : Use a technique of taking notes with standard abbreviations, symbols and graphical provisions with highlighted keywords ▪ C1147 : Transcribe the content of a text ❖ C211 : Organize trips and travel <ul style="list-style-type: none"> ▪ C2111 : Identify constraints (difficulties) ▪ C2112 : Choose the mode of transport and make reservations ▪ C2113 : Establish the necessary documents ▪ C2114 : Transmit useful information (schedules, formalities...) ▪ C2115 : Coordinate the implementation and present the itinerary 	<p style="text-align: center;">FILE 1</p> <ul style="list-style-type: none"> ○ Main methods of filing ○ Conception of ordinary record card ○ Simple manuscript ○ travel arrangements ○ Presentation of a typed letter dictated at 50 wpm 	16 H
<ul style="list-style-type: none"> ❖ C300 : Classify a document according to the required method and system for easy retrieval <ul style="list-style-type: none"> ▪ C3001 : Choose and implement a 	<p>FILE 2</p> <ul style="list-style-type: none"> ○ Filing (main and derived methods) ○ summary of typed articles 	16 H

COMPETENCES/ELEMENTS OF COMPETENCES	CONTENT	DURATION
<p>system of filing adapted to the collective needs for archiving</p> <ul style="list-style-type: none"> ▪ C3002 : Implement research techniques to deliver documents on time <p>❖ C114 : Take down a speed passage using a shorthand method in force</p> <ul style="list-style-type: none"> ▪ C1142 : Use a technique of taking notes with standard abbreviations, symbols and graphical provisions with highlighted keywords ▪ C1143 : Summarize the main ideas of the information collected <p>C1144: Save instructions, oral or telephone messages and the elements of a meeting (before, during and after)</p> <ul style="list-style-type: none"> ▪ C1147 : Retrieve the content of a text <p>❖ C230 : Analyze the administrative work</p> <ul style="list-style-type: none"> ▪ C2304 : Conceive a structural flowchart 	<ul style="list-style-type: none"> ○ Conception of double entry tables ○ Structural flowchart ○ Presentation of 2 typed letters dictated at the speed of 50 wpm ○ Conceive a visible record card 	
<ul style="list-style-type: none"> ▪ C1201 : Use a telematics service ▪ C1202 : Multiply documents ▪ C1203 : Choose the mode of transmission of the information best suited to the situation (mail, fax, e-mail) ▪ C1204 : Send / consult a message possibly with an attachment ▪ C1205 : Transmit / download attachments ▪ C1206 : Transmit / receive a fax message ▪ C1207 : To implement a terminal emulation software, file transfer, fax emulation etc. 	<p style="text-align: center;">FILE 3</p> <ul style="list-style-type: none"> • office equipment • communication and production of written information • mail processing equipment (arrival and departure) • oral information/communications materials • E-mail • Technological Innovations in Office Automation (Internet, electronic banking, teleworking etc.) • Communication through the protection of images and documents • banks and databases (telecommunications) • electronic archiving 	14H

Subject : Applied work
LEVEL : 2

Weekly schedule : 3 hours
Annual schedule : 66 hours

COMPETENCES

This subject entails acquisition in the following competences

C300. - C114. - C211. - C230. - C111. - C311. - C103. - C100. - C120. - C200. - C420.

COMPETENCES/ELEMENTS OF COMPETENCES	CONTENT	DURATION
<ul style="list-style-type: none"> ▪ C300: Arrange documents according to the method and the system of filing in order to find it when need arises. ▪ C3001 : Choose and put in place a system of filing and archiving adapted to the need and for a collective use ▪ C3002 : Put in place research techniques that will enable to find a document within a short time limit. ▪ C3003 : Use the available equipment efficiently ❖ C311 : Follow up and update a file <ul style="list-style-type: none"> ▪ C3113 : Render efficient the treatment of a file. ❖ C100 : Write, treat and produce text within the professional context <ul style="list-style-type: none"> ▪ C1001 : report of an oral communication in writing ❖ C114 : Rapidly take down dictation using the conventional shorthand principles <ul style="list-style-type: none"> ❖ C1142 : Use a technique of taking down notes with conventional or personal abbreviations, symbols, drawings, and highlighting key words ▪ C1143 : Summarize the essential ideas of the required information ▪ C1144 : Register the instructions, oral or telephone messages, elements of a meeting. 	<p style="text-align: center;">FILE 4</p> <ul style="list-style-type: none"> ○ Filing (methods and system of filing+ types of files) ○ Drafting minutes of a visit ○ Conception of a visible record card ○ Drawing of a graph ○ Diagram of circulation of documents (the picture or image diagram) ○ Presentation of an announcement ○ Typed summary of articles 	16 H

COMPETENCES/ELEMENTS OF COMPETENCES	CONTENT	DURATION
<ul style="list-style-type: none"> ▪ C1147 Restore the content of a text ❖ C103 : Elaborate, criticize and correct circulation of documents <ul style="list-style-type: none"> ▪ C1031: Representing a treatment process in the form of a diagram, ▪ C1032 :Read a diagram, ▪ C1033: Criticise and ameliorate a circuit of document 	<ul style="list-style-type: none"> ○ Presentation of a typed letter dictated at 55 wpm 	
<ul style="list-style-type: none"> ❖ C100 : Write, treat and produce text within the professional context C1001 : report of an oral communication in writing, resolutions of meetings, conclusions... ❖ C410 : Represent a process in a symbolic and logical form <ul style="list-style-type: none"> ▪ C4101: Identify the phases of a treatment, ▪ C4102: Determine the chronology and logic of a treatment ▪ C4103: Represent and read the treatment in form of a drawing ❖ C114 : Rapidly take down dictation using the conventional shorthand principles <ul style="list-style-type: none"> ❖ C1142 : : Use a technique of taking down notes with conventional or personal abbreviations, symbols, drawings, and highlighting key words ▪ C1144 Register the instructions, oral or telephone messages, elements of a meeting. ❖ C312 : Transmit information or elements of a file to the concerned interlocutors C3122 : Establish intermediate documents to be used for the treatment of files 	<p style="text-align: center;">FILE 5</p> <ul style="list-style-type: none"> ○ Organization of a finding ○ Construction of a sample ○ Design of the questionnaire ○ Analysis of the result ○ Presentation of results ○ Writing official carry forward ○ Realization of postcard ○ Treatment flowchart <p style="text-align: center;">FILE 6</p> <ul style="list-style-type: none"> ○ Application for employment ○ Examination of applications for employment ○ The Post Profile ○ Organization of a filing service ○ Presentation of manuscript 	16 h

COMPETENCES/ELEMENTS OF COMPETENCES	CONTENT	DURATION
<ul style="list-style-type: none"> ❖ C231: Criticize and propose an ergonomic implantation of the post of work and evaluate the cost <li style="padding-left: 20px;">C2313 : Establish a new post profile ❖ C212 : manage a small team work <li style="padding-left: 20px;">C2124 : Control the use of office automation means and its procedures ❖ C300: Arrange documents according to the method and the system of filing in order to find it when need arises. <li style="padding-left: 20px;"> <ul style="list-style-type: none"> ▪ C3001 : Choose and put in place a system of filing and archiving adapted to the need and for a collective use ▪ C3002 : Put in place research techniques that will enable to find a document within a short time limit. <li style="padding-left: 20px;">C3003 : Use the available equipment efficiently 	<ul style="list-style-type: none"> ○ Writing with tables incorporated ○ Presentation of two typed letters at 60 words per minute 	
<ul style="list-style-type: none"> ❖ C211 : Organize journeys and displacements <li style="padding-left: 20px;">▪ C2111 :Identify the constraints <li style="padding-left: 20px;">▪ C2112 : Choose the method of transport and do reservations <li style="padding-left: 20px;">▪ C2113 : Establish the necessary documents <li style="padding-left: 20px;">▪ C2114 : Transmit the useful information (times, formalities...) <li style="padding-left: 20px;">▪ C2115 : Coordinate the practical actions and present the itinary ❖ C200 Program and follow-up activities <li style="padding-left: 20px;">C2001 Identify the various tasks and evaluate the necessary timing. ❖ C210 : organise current meetings <li style="padding-left: 20px;">▪ C2101 : Identify the constraints ❖ C110 : Welcome visitors ❖ C1108 : Face the particularity of a communication situation (difficulty of expression of the speaker, blockages/barriers, and conflicts) and manage it in an adapted manner, manage interruptions ❖ C114 : Rapidly take down dictation using the conventional shorthand principles 	<p style="text-align: center;">FILE 7</p> <ul style="list-style-type: none"> ○ Organization of visits to enterprises ○ Designing of work schedules (plannings) ○ Use of the telephone ○ Recording of the mail 	14 H

COMPETENCES/ELEMENTS OF COMPETENCES	CONTENT	DURATION
<ul style="list-style-type: none"> ❖ C1142 : : Use a technique of taking down notes with conventional or personal abbreviations, symbols, drawings, and highlighting key words C1144 Register the instructions, oral or telephone messages, elements of a meeting ❖ C300: Arrange documents according to the method and the system of filing in order to find it when need arises. <ul style="list-style-type: none"> ▪ C3001 : Choose and put in place a system of filing and archiving adapted to the need and for a collective use ▪ C3002 : Put in place research techniques that will enable to find a document within a short time limit. ▪ C3003 : Use the available equipment efficiently ❖ C312 : Transmit information or elements of a file to the concerned interlocutors C3124 : Search and exploit documentary sources ❖ C200 : Programming and follow up of activities C2003 : Manage tools used for time management (organize, plannings, maturities, specialized program...). <ul style="list-style-type: none"> ▪ C2004 : time management 	<ul style="list-style-type: none"> ○ Retrieval of information ○ Presentation of two letters dictated at 65 words per minutes ○ PERT Network , Diaries, work scheduling (Plannings), Bills ... 	
<ul style="list-style-type: none"> ❖ C410 Represent a treatment in a symbolic and logical form <ul style="list-style-type: none"> ▪ C4101 : Identify the phases of a treatment, ▪ C4102 : Determine the chronology and logic of a treatment ▪ C4103 : Represent and read the treatment in form of a drawing ❖ C110 : Welcome of visitors C1101 : Do a self presentation; present a person, the services of the entreprise. ❖ C230 : Analyse administrative work <ul style="list-style-type: none"> ▪ C2304 : Bring out the organisational structure of a firm 	<p style="text-align: center;">FILE 8</p> <ul style="list-style-type: none"> ○ Decision tables with limited entry ○ Writing of minutes ○ Presentation of standard hierarchical flowchart 	15 H

Course: Applied Work
LEVEL : 3

Weekly schedule : 5 hours
Annual schedule : 110 hours

COMPETENCES

This subject entails acquisition in the following competences :

C300 - C312 - C231 - C212 : - C210 - C200 - C410 - C114 - C211 - C230 - C110 - C311 - C103 - C100 - C120 - C420 :

COMPETENCES/ELEMENTS DE COMPETENCES	CONTENUS	DUREE
<ul style="list-style-type: none"> ❖ C212 : manage a small team work <ul style="list-style-type: none"> ▪ C2124 : Control the use of office automation means and its procedures ❖ C410 Represent a treatment in a symbolic and logical form <ul style="list-style-type: none"> ▪ C4101 : Identify the phases of a treatment, ▪ C4102 : Determine the chronology and logic of a treatment ▪ C4103 : Represent and read the treatment in form of a drawing ❖ C110 : Welcome of visitors <ul style="list-style-type: none"> ▪ C1105 : Inform and /or advise all person interlocutors, to answer the request and expectations, report of a situation, and argue ❖ C230 : C230 : Analyse administrative work <ul style="list-style-type: none"> ▪ C2304 : Bring out the organisational structure of a firm ❖ C114 : Rapidly take down dictation using the conventional shorthand principles <ul style="list-style-type: none"> ❖ C1142 : : Use a technique of taking down notes with conventional or personal abbreviations, symbols, drawings, and highlighting key words ▪ C1144 Register the instructions, oral or telephone messages, elements of a meeting. ▪ C1147 Restore the content of a text ❖ C200 : program and follow up of activities <ul style="list-style-type: none"> ▪ C2001: Identify the various tasks and 	<p>FILE 9</p> <ul style="list-style-type: none"> ○ Presentation of data flowchart ○ Report (of a meeting or an activity) ○ Complex manuscript writing with tables inclusive ○ Designing of Static planning ○ Presentation and typing of 2 letters dictated at 65 words per minutes 	10 H

COMPETENCES/ELEMENTS DE COMPETENCES	CONTENUS	DUREE
<p>evaluate the necessary timing.</p> <ul style="list-style-type: none"> ❖ C212 : manage a small team work <ul style="list-style-type: none"> ▪ C2121 : Organise and distribute task and means within a team ▪ C2003 : Manage tools used for time management (organise, plannings, maturities, specialised program...). ▪ C2004 : Manage his/her time. 	<ul style="list-style-type: none"> ○ Conception of description of function card ○ PERT Network , Diaries, work schedules (Plannings), Bills.... 	
<ul style="list-style-type: none"> ❖ C114 : Rapidly take down dictation using the conventional shorthand principles <ul style="list-style-type: none"> ❖ C1142 : : Use a technique of taking down notes with conventional or personal abbreviations, symbols, drawings, and highlighting key words ▪ C1144 Register the instructions, oral or telephone messages, elements of a meeting. ❖ C210: organise current meetings <ul style="list-style-type: none"> ▪ C2101 : Identify the constraints. ▪ C2104 : Analyse, evaluate actions put in place ❖ C200 : program and follow up of activities <p>C2001: Identify the various tasks and evaluate the necessary timing</p> <ul style="list-style-type: none"> ▪ C2003 : Manage tools used for time management (organise, planning, maturities, specialised program...). ▪ C2004 : Manage his/her time. <ul style="list-style-type: none"> ❖ C110: Welcome visitors <ul style="list-style-type: none"> ▪ C1105 : Inform and /or advise all person interlocutors, to answer the request and expectations, report of a situation, and argue ▪ C213 : : Get a budget linked to an operation or activity of a service from the expenses <p>C2133 : Control, report.</p>	<p>FILE 10</p> <ul style="list-style-type: none"> ○ Elaboration a SCOM diagram ○ Realisation of a questionnaire ○ Realisation of the Ishikawa or the fishbone diagram ○ Designing of dynamic planning ○ Writing of reports ○ Presentation and typing of 2 letters dictated At 65 words per minutes ○ PERT Network , Diaries, work schedules (Planning), Bill 	<p>10 H</p>

COMPETENCES/ELEMENTS DE COMPETENCES	CONTENUS	DUREE
<ul style="list-style-type: none"> ❖ C212: manage a small team work <ul style="list-style-type: none"> ▪ C2124 : Control the use of office automation means and its procedures ❖ C410 : C410 Represent a treatment in a symbolic and logical form <ul style="list-style-type: none"> ▪ C4101 : Identify the phases of a treatment, ▪ C4102 : Determine the chronology and logic of a treatment ▪ C4103 : Represent and read the treatment in form of a drawing <p>C213 : : Get a budget linked to an operation or activity of a service from the expenses</p> <ul style="list-style-type: none"> ▪ C2131 : Calculate the administrative costs ▪ C2132 : Establish and manage a unitary budget <ul style="list-style-type: none"> ❖ C231: Criticise and propose an ergonomic implantation of the post of work and evaluate the cost ❖ C2315 : Calculate the new implantation cost ❖ C114 : Rapidly take down dictation using the conventional shorthand principles <ul style="list-style-type: none"> ❖ C1142 : : Use a technique of taking down notes with conventional or personal abbreviations, symbols, drawings, and highlighting key words ❖ C213 : Get a budget linked to an operation or activity of a service from the expenses ▪ C2133 : Control, report. ❖ C311 : Follow-up and update a file <ul style="list-style-type: none"> ▪ C3112 : Identify the relationship of a third party according to internal interlocutors in some particular cases to be treated ; ❖ C231 : Criticize and propose an ergonomic implantation of the post of work and evaluate the cost <ul style="list-style-type: none"> ▪ C2314 : Establish new work instructions 	<p>FILE 11</p> <ul style="list-style-type: none"> ○ Confection of a simple programming flowchart ○ Determination of administrative costs ○ Presentation of 2 letters dictated at 70 words per minutes ○ Realization of an information aid ○ Criticizing the SCOM diagram ○ Preparation of an attribution card 	10 H
<ul style="list-style-type: none"> ❖ C200: program and follow up of activities <ul style="list-style-type: none"> ▪ C2001: Identify the various tasks and evaluate the necessary timing ▪ C2002 : Establish the order of priority ▪ C2003 : Manage tools used for time management (organize, planning, maturities, specialized program...). ▪ C2004 : Manage his/her time. 	<p>FILE 12</p> <ul style="list-style-type: none"> ○ Management of time ○ Update of diaries engagement books, plannings ○ PERT Network ○ Gantt Project Software 	10 H
<ul style="list-style-type: none"> ❖ C430 : Use the post of work rationally, its card indexes and a system of management of rational data base ❖ C4301 : Manage a post of work and its card 	<p>FILE 13</p> <ul style="list-style-type: none"> ○ Management of the post of work and its files 	10 H

COMPETENCES/ELEMENTS DE COMPETENCES	CONTENUS	DUREE
<p>indexes</p> <ul style="list-style-type: none"> ▪ Distinguish the application of data which she treats ▪ Organize the computerised resources of the post of work ▪ Modify the software parameters, particularly management (billing, stock management, payments...) ▪ Safety and conservation of data ▪ Diagnosis of the disfunctioning of automated resources <ul style="list-style-type: none"> ▪ C4302 : Use a relational database management system <p>Adapt a situational work software</p>	<ul style="list-style-type: none"> ○ Distinguish the application of data Organization of automated resources of the post of work <ul style="list-style-type: none"> ○ Modify the software parameters, particularly management (billing, stock management, payments...) ○ Safety and conservation of data ○ Diagnosis of the disfunctioning of automated resources ○ Use of a system to rationally manage data base ○ Adapting a software to the situation of work 	
<ul style="list-style-type: none"> ▪ C420 : Assess, choose and define conditions for using supports, furniture, materials and software <p>C4201: Manage cost and quantity (supplying and distribution)</p> <p>C4202 Anticipate and appreciate the proportion in which the stocks of furniture can evolve in relation to the activities of the members of the team.</p> <p>C4203 : Identify the necessary materials and define their characteristics.</p> <p>C4204 : Put together documentation useful for purchases and present the comparison (characteristics, cost, conditions...).</p> <p>C4205 : Write the necessary recommendations useful to the user (operatory modes, security instructions...)</p> <p>C4206: Evaluate the cost of using the material</p> <p>C4207 : Identify the specification of a contract of maintenance, be sure of an intervention opportunity and carry out the follow-up</p>	<p>FILE 14</p> <ul style="list-style-type: none"> ○ Management in terms of cost and quantities ○ Stock management ○ Drafting of the necessary recommendations for use by the users ○ Cost of using a material ○ Elaboration of a maintenance contract 	10 H

MEDIAGRAPHIE

- D. Delfosse, G. Lemaine, M. Deprez, M. Duvant, Travaux d'Application et de Synthèse, Méthodes Administratives, Pratique de Bureau, Tle G1, Tome 1 et Tome 2, Ed. LICET
 - D. Delfosse, G. Lemaine, M. Deprez, M. Duvant, Travaux d'Application et d'Informatique, Domaine des Méthodes Administratives et Commerciales, 1^{ère} G, Tome 1 et Tome 2, Ed. LICET
 - D. Delfosse, G. Lemaine, L'Epreuve de l'Etude de Cas au BAC G1, Ed. LICET
 - M. REICHEL, M. BORDENAVE, F. ORIEUX, A. SAGUEZ, Gestion des Activités Administratives, Bureautique 1^{ère} année, NATHAN
 - M. REICHEL, M. BORDENAVE, F. ORIEUX, A. SAGUEZ, Gestion des Activités Administratives, Bureautique Terminales, NATHAN
 - M. Ledru, R. Olive, travaux professionnels de Synthèse, 1^{ère} et Tle professionnelles, NATHAN TECHNIQUE
 - M. Langlet, Gestion des Dossiers Fonctionnels, travaux professionnels et de Synthèse, Tle, Foucher
- D. BOUCKENHOVE, C. CHAMPAGNE, P. DRIVET, F. MALLA Action et communication administrative, Tle STT, Ed. Bréal

Subject : MAILING
LEVEL: 1

Weekly schedule : 2 hours
Annual schedule : 44 hours

COMPETENCES

This subject entails acquisition in the following competences : C100 - C101 - C102 - C312 -

COMPETENCES/ELEMENTS OF COMPETENCES	CONTENTS	DURATION
<ul style="list-style-type: none"> ❖ C100: Write, treat and produce text within the professional context <ul style="list-style-type: none"> ▪ C1002 : Write letters, notes, personalised and/or automated convocations with current nature ❖ C101 : Conceive, treat, produce, select visual messages on various aids <ul style="list-style-type: none"> ▪ C1011 : Collect numerical data ❖ C102 : Circulation and transmission of all documents <ul style="list-style-type: none"> ▪ C1022 : Write useful annotations for follow up on a document ❖ C100 : Write, treat and produce text within the professional context <ul style="list-style-type: none"> ▪ C1011 : Collect numerical data ▪ C102 : Circulation and transmission of all documents ▪ C1022 : Write useful annotations for follow up on a document ❖ C312 : Transmit information or elements of a file to the concerned interlocutors <ul style="list-style-type: none"> ▪ C3121 : Contact service providers, internal and external partners 	<p style="text-align: center;">KNOWLEDGE</p> <p style="text-align: center;">GENERAL VIEW N MAILING AND COMMUNICATION IN THE ENTERPRISE</p> <ul style="list-style-type: none"> ○ Communication and the Enterprise ○ Definition and importance mailing ○ Concept of mail merging ○ Types of mail (incoming and outgoing mail) ○ Role and function of a mail service ○ Stages of processing mail ○ The commercial letter ○ Practical presentation of letter and envelope ○ Other methods of letter presentation. 	4 H
	<p style="text-align: center;">KNOW-HOW</p> <ul style="list-style-type: none"> - Distinguish incoming from outgoing mail - Distinguish the different areas and the various items to be mentioned relating to each zone. <ul style="list-style-type: none"> - Arrange the different parts of a letter according to the norm - Distinguish the different formats and types of envelopes - Address an envelope 	
<ul style="list-style-type: none"> ❖ C100 : Write, treat and produce text within the professional context 	<p>KNOWLEDGE</p> <p>PREPARATION AND PLACING OF ORDER</p>	4 H

COMPETENCES/ELEMENTS OF COMPETENCES	CONTENTS	DURATION
<ul style="list-style-type: none"> ▪ C1002 : Write letters, notes, personalised and/or automated convocations with current nature ▪ C101 : Conceive, treat, produce, select visual messages on various aids ▪ C1011 : Collect numerical data ▪ C102 : Circulation and transmission of all documents ▪ C1022 : Write useful annotations for follow up on a document 	<ul style="list-style-type: none"> ○ Inquiries ○ Offers and tenders (characteristics) ○ Placing of order ○ Acknowledgement of order with or without problems ○ Order form ○ Modification of order by the supplier or customer ○ Placing an order on a condition <p style="text-align: center;">KNOW-HOW</p> <ul style="list-style-type: none"> - Establish the diagram of commercial situation - Elaborate the plan of the letter - Draft and present: <ul style="list-style-type: none"> ✓ An inquiry + the reply ✓ Offers and letters calling for tenders ○ Placing of orders and acknowledgement (with or without problems) - Draft and present a letter modifying an order + the reply - Draft and present a letter cancelling an order + the reply 	
<ul style="list-style-type: none"> ❖ C100 : Write, treat and produce text within the professional context ▪ C1002 : Write letters, notes, personalized and/or automated convocations with current nature ▪ C101 : Conceive, treat, produce, select visual messages on various aids ▪ C1011 : Collect numerical data ▪ C102 : Circulation and transmission of all documents ▪ C1022 : Write useful annotations for follow up on a document ▪ 	<p style="text-align: center;">KNOWLEDGE</p> <p style="text-align: center;">COMMERCIAL INQUIRIES AND REPLIES</p> <ul style="list-style-type: none"> ○ Inquiries on chamber of commerce (business enterprise) ○ Inquiry for a business site ○ Inquiry about an individual <p style="text-align: center;">KNOW-HOW</p> <p>reply</p> <p>Draft and present a letter of inquiry + the reply</p>	4 H
<ul style="list-style-type: none"> ❖ C100 : Write, treat and produce text within the professional context ▪ C1002 : : Write letters, notes, personalized and/or 	<p style="text-align: center;">KNOWLEDGE</p> <p style="text-align: center;">LETTERS RELATING TO DELIVERY</p> <ul style="list-style-type: none"> ○ Advice note (AN) ○ Delivery note (DN) ○ Reception note(RN) 	4 H

COMPETENCES/ELEMENTS OF COMPETENCES	CONTENTS	DURATION
<p>automated convocations with current nature</p> <ul style="list-style-type: none"> ❖ C101 : Conceive, treat, produce, select visual messages on various aids <ul style="list-style-type: none"> ▪ C1011 : Collect numerical data ▪ C102 : Circulation and transmission of all documents ▪ C1022 : Write useful annotations for follow up on a document. 	<p style="text-align: center;">KNOW-HOW</p> <ul style="list-style-type: none"> - Fill the various documents accompanying delivery: DN, AN, and RN. - Draft a letter of dispatch 	
<ul style="list-style-type: none"> ❖ C100 : Write, treat and produce text within the professional context <ul style="list-style-type: none"> ▪ C1002 : Write letters, notes, personalized and/or automated convocations with current nature ❖ C101 : Conceive, treat, produce, select visual messages on various aids <ul style="list-style-type: none"> ▪ C1011 : Collect numerical data ▪ C102 : Circulation and transmission of all documents <ul style="list-style-type: none"> ▪ C1022 : Write useful annotations for follow up on a document 	<p style="text-align: center;">KNOWLEDGE</p> <p style="text-align: center;">COMPLAINTS RELATED TO DELIVERY</p> <ul style="list-style-type: none"> ○ Wrong delivery ○ Delivery not conforming with order ○ Late delivery ○ Complaints related to transportation (transporter's responsibility) ○ Loss, shortage <hr/> <p style="text-align: center;">KNOW-HOW</p> <p>Draft complaints related to delivery with claims + responses</p>	4 H
<ul style="list-style-type: none"> ❖ C100 : Write, treat and produce text within the professional context <ul style="list-style-type: none"> ▪ C1002 : Write letters, notes, personalized and/or automated convocations with current nature 	<p style="text-align: center;">KNOWLEDGE</p> <p style="text-align: center;">CORRESPONDENCE RELATING TO INVOICING</p> <ul style="list-style-type: none"> ○ Claims related to bills ○ Customer's claims ○ Responses of supplier ○ Claims from wrong billing + reply (positive or negative) <hr/> <p style="text-align: center;">KNOW-HOW</p> <p>Draft letters of claims related to invoicing (price, taxes, method of payment) + reply</p>	4 H
<ul style="list-style-type: none"> ❖ C100 Write, treat and produce text within the professional context <ul style="list-style-type: none"> ▪ C1002 : Write letters, notes, personalised and/or automated convocations with current nature 	<p style="text-align: center;">KNOWLEDGE</p> <p style="text-align: center;">LETTERS RELATED TO PAYMENTS</p> <ul style="list-style-type: none"> ○ Settlement (reminder) ○ Methods of payments - letter accompanying payments <hr/> <p style="text-align: center;">KNOW-HOW</p> <ul style="list-style-type: none"> - Identify the different methods of payment - Draft and present a letter accompanying 	4 H

COMPETENCES/ELEMENTS OF COMPETENCES	CONTENTS	DURATION
<ul style="list-style-type: none"> ▪ C102 : Circulation and transmission of all documents ▪ C1022 : Write useful annotations for follow up on a document 	payments	
<ul style="list-style-type: none"> ❖ C100 : C100 Write, treat and produce text within the professional context <ul style="list-style-type: none"> ▪ C1002 : Write letters, notes, personalized and/or automated convocations with current nature ▪ C102 : Circulation and transmission of all documents ▪ C1022 : Write useful annotations for follow up on a document 	<p style="text-align: center;">KNOWLEDGE</p> <p>DIFFICULTIES RELATING TO PAYMENTS</p> <ul style="list-style-type: none"> ○ Request to prolong payment + creditor's reply (partial or total acceptance, refusal) ○ Reminder for settlement (1st, 2nd, & 3rd letter) + reply ○ Giving notice ○ Reminder (complain) from the creditor <hr/> <p style="text-align: center;">KNOW-HOW</p> <ul style="list-style-type: none"> - Draft and present: <ul style="list-style-type: none"> ✓ A reply to prolong payment (total or partial acceptance) ✓ letter of refusal to prolong payment ✓ reminders for settlement ✓ replies from debtors (if any) 	4 H
<ul style="list-style-type: none"> ❖ C100 : Write, treat and produce text within the professional context <ul style="list-style-type: none"> ▪ C1002 : Write letters, notes, personalized and/or automated convocations with current nature ▪ C102 : Circulation and transmission of all documents <p>C1022 : Write useful annotations for follow up on a document</p>	<p style="text-align: center;">KNOWLEDGE</p> <p>LETTERS CONCERNING AFTER SALES SERVICE</p> <hr/> <p style="text-align: center;">KNOW-HOW</p> <p>Draft and present a letter destined for after sales service + reply (in case of maintenance, breakdown defect of manufacture...)</p>	4 H

MEDIAGRAPHIE :

- B Cazajous, R Poques gestion Administrative, Communiquer, Gestion des Activités Administratives, 1^{ère} G et Tle GI, Foucher
- J M Givadinovitch, Comment rédiger des notes et rapport efficaces, Edition de Veechi

Subject : Mailing
LEVEL: 2

Weekly schedule : 2 hours
Annual schedule : 44 hours

COMPETENCES

This subject entails acquisition in the following competences : C100 - C101 - C102 - C312

COMPETENCES/ELEMENTS DE COMPETENCES	CONTENT	DURATION
<p>❖ C100 : Write, treat and produce text within the professional context</p> <ul style="list-style-type: none"> ▪ C1002 : Write letters, notes, personalized and/or automated convocations with current nature <p>❖ C101 : Conceive, treat, produce, select visual messages on various aids</p> <ul style="list-style-type: none"> ▪ C1011 : Collect numerical data ▪ C102 : Circulation and transmission of all documents ▪ C1022 : Write useful annotations for follow up on a document 	<p>KNOWLEDGE RELATIONSHIP WITH ENTERPRISES RENDERING SERVICES</p> <ul style="list-style-type: none"> ○ Specifications ○ Correspondence with transporters (divers claims) ○ Correspondence with insurance companies (settlement of allowances, declaration of risk allowances, ending of contracts.....) ○ Correspondences with banks (opening of accounts, requests for cheque booklets) ○ Correspondences with Telecommunication services ○ Correspondences with social insurance services 	2 H
	<p>KNOW-HOW</p> <p>Draft and present a letter to the enterprise which offers services + reply</p> <ul style="list-style-type: none"> ○ For the insurers, draft essentially all letters relative to the insurance <p>Draft and type a letter to be sent to one of these enterprises + reply</p> <ul style="list-style-type: none"> - For insurers, draft only letters related to insurance 	
<p>❖ C100 : Write, treat and produce text within the professional context</p> <ul style="list-style-type: none"> ▪ : report of an oral communication in writing ▪ Write letters, notes, personalized and/or automated convocations with current nature ▪ Write reports, synthesise notes. ▪ C1005 : control the products realised 	<p>KNOWLEDGE INTERNAL MAIL</p> <ul style="list-style-type: none"> ○ Notices ○ Reports ○ Minutes ○ Official reports ○ Circulars ○ Others (convocation, invitation...) 	2 H
	<p>KNOW-HOW</p> <ul style="list-style-type: none"> ○ Draft and present the different types of reports ○ Draft and present the different types of minutes ○ Draft and present the difference types of official reports ○ Draft and present a circular 	2H

COMPETENCES/ELEMENTS DE COMPETENCES	CONTENT	DURATION
<ul style="list-style-type: none"> ❖ C101 : Conceive, treat, produce, select visual messages on various aids <ul style="list-style-type: none"> ▪ C1011 : Collect numerical data ❖ C312 : Transmit information or elements of a file to the concerned interlocutors <ul style="list-style-type: none"> ▪ C3123 : Report and present the file 	<ul style="list-style-type: none"> ○ Establish the difference between the various internal mails ○ Draft and present the letter of convocation and an invitation letter... ○ Draft and present the different types of reports ○ Draft and present methods of writing minutes <ul style="list-style-type: none"> - Draft and present the various official reports - Draft and present a circular letter - Establish the different internal mail - Draft and present a convocation, an invitation...) 	
<ul style="list-style-type: none"> ❖ C102 : : Circulation and transmission of all documents <ul style="list-style-type: none"> ▪ C1021 : Register, sorting and/or circulation of mails. 	<p style="text-align: center;">KNOWLEDGE PERSONNEL LETTERS</p> <ul style="list-style-type: none"> ○ Request for internship ○ Request for a spontaneous job ○ Request for voluntary job ○ The letter of motivation ○ The curriculum vitae ○ Administrative letter 	2 H
	<p style="text-align: center;">KNOW-HOW</p> <ul style="list-style-type: none"> ○ Draft and present a request for internship / request for a job + reply (letter of engagement or refusal) ○ Draft and present a letter of motivation ○ Establish the difference between the request for a job and the letter of motivation ○ Conceive a curriculum vitae 	
	<p style="text-align: center;">KNOWLEDGE Job offer</p> <p style="text-align: center;">KNOW-HOW Draft a letter of job offer or an announcement</p>	2 H
	<p style="text-align: center;">KNOWLEDGE Correspondence between employer and employees</p> <ul style="list-style-type: none"> ○ Congratulations letter ○ Letter of observation ○ A query ○ Letter of dismissal ○ Letter of resignation 	2 H
	<p style="text-align: center;">KNOW-HOW Draft all the correspondences between employer and employees</p>	

MEDIAGRAPHIE :

- B Cazajous, R Poques Gestion Administrative, Communiquer, Gestion des Activités Administratives, 1^{ère} G et Tle GI, Foucher
- J M Givadinovitch, Comment rédiger des notes et rapport efficaces, Edition de Veechi

Subject : mailing
LEVEL : 3

Weekly schedule: 2 hours
Annual schedule: 44 hours

COMPETENCES

This subject entails acquisition in the following competences

C5 : MICRO TEACHING

Didactic of mailing

- The notion on lesson preparation in mailing (lesson on pedagogic forms, research and exploitation of documents...);
- The notion on the teaching of mailing (chalkboard management, time management, elaboration of the preamble...);
- Preparation and distribution of topics to students;
- Expose of the lesson;
- Retroaction/feedback; criticism on the lesson; positive and negative points of the student, ameliorations.

COMPETENCES/ELEMENTS OF COMPETENCES	CONTENT	DURATION
<ul style="list-style-type: none"> ▪ C5101: Respect the deontology of the profession ▪ C5102: Apply moral and justice rules ▪ C5103 Read , write the working language correctly(French for francophones and English for Anglophones) ▪ C5104 Organise and planify teaching activities ▪ C5105 Prepare and teach lessons ▪ C5106 Prepare and administer formative and summative evaluations ▪ C5107 Use ICT in the teaching frame work ▪ C5108 Participate in the life-wire of the institution ▪ C5109 Evaluate teaching activities and carry out a self-evaluation 	<p>KNOWLEDGE :</p> <ul style="list-style-type: none"> ○ Combine lessons on Mailing for year 1 and 2 <p>KNOW-HOW :</p> <ul style="list-style-type: none"> ○ Lesson preparation ○ Lesson presentation ○ Board management ○ Use of pedagogic documents ○ Mastering of the class ○ Participation of students <p>ATTITUDE</p> <ul style="list-style-type: none"> ○ Dressing ○ Enthusiasm ○ Self confidence ○ Punctuality ○ Assiduity 	22 H

Subject : MATERIAL AND OFFICE AUTOMATION TOOLS weekly schedule : 1 hour
LEVEL : 1 Annual schedule : 22 hours

COMPETENCES :

This subject entails acquisition in the following competences C100 - C102 - C101 - C120 - C111

COMPETENCES/ELEMENTS OF COMPETENCES	CONTENT	DURATION
❖ C100 : Write, treat and produce text within the professional context ▪ C1002: Write letters, notes, personalized and/or automated convocations with current nature ▪ C1003: Write reports, synthesize notes. ▪ C1005 : control the products realised	KNOWLEDGE EQUIPMENT USED FOR THE PRODUCTION OF INFORMATION <ul style="list-style-type: none"> ○ Computer and its peripherals, the different installations ○ Equipment used for the processing of a text MATERIALS USED FOR COMMUNICATION AND FOR THE PRODUCTION OF WRITTEN INFORMATION <ul style="list-style-type: none"> ○ Teletex, telewriting ○ Videotext, electronic mail 	4 H
	KNOW-HOW Manipulate the equipment	
❖ C101 : Conceive, treat, produce, select visual messages on various aids ▪ C1016: c Control the products realised	KNOWLEDGE EQUIPMENT USED FOR THE MULTIPLICATION OF DOCUMENTS <ul style="list-style-type: none"> ❖ Duplication : , risograph ❖ Reproduction: electrocopy, ❖ Microcopy 	5 H
	KNOW-HOW Manipulate the equipment	
❖ C100 : Write, treat and produce text within the professional context ▪ C1001: report of an oral communication in writing	KNOWLEDGE EQUIPMENT USED FOR WRITTEN AND ORAL COMMUNICATION <ul style="list-style-type: none"> ○ The interphone ○ Communication with the use of the telephone 	3 H
	KNOW-HOW Manipulate the equipment	
❖ C100: Write, treat and produce text within the professional context ▪ C1004 : Write messages to be transmitted electronically or using IT: electronic mail,	KNOWLEDGE The study of the internet network	4 H
	KNOW-HOW Manipulate the equipment	

COMPETENCES/ELEMENTS OF COMPETENCES	CONTENT	DURATION
telex, telecopy.		
<ul style="list-style-type: none"> ❖ C102 : : Circulation and transmission of all documents ▪ C1021 : Register, sorting and/or circulation of mail. 	<p style="text-align: center;">KNOWLEDGE</p> <p style="text-align: center;">EQUIPMENT FOR THE PROCESSING OF MAIL</p> <ul style="list-style-type: none"> « Outgoing » mail « Incoming » mail 	4 H
	<p style="text-align: center;">EQUIPMENT USED FOR THE TRANSPORTATION OF DOCUMENTS</p> <p style="text-align: center;">MATERIALS TO TRANSPORT DOCUMENTS</p> <p style="text-align: center;">Mail cart</p> <ul style="list-style-type: none"> ○ Document lift or elevator ○ Ramp or runner ○ Pneumatic tubes ○ Transmission belt 	
	<p style="text-align: center;">KNOW-HOW</p> <p>Manipulate the various equipment</p>	
<ul style="list-style-type: none"> ❖ C100: Write, treat and produce text within the professional context 	<p style="text-align: center;">KNOWLEDGE</p> <p style="text-align: center;">OTHER SMALL OFFICE EQUIPMENT</p> <ul style="list-style-type: none"> ○ The date stamping machine ○ The perforator ○ Laminating machine ○ Signature file, guillotine ○ Shredder ○ Etc. 	2 H
	<p style="text-align: center;">KNOW-HOW</p> <p>Manipulate the equipment</p>	

MEDIAGRAPHIE :

- ❖ Girault, *Classement Matériel de Bureau et Codification*, Edition Foucher
- ❖ J-P. Engler, D. Lafleur et C. Lobry, *Classement, Codification et Matériel de Bureau*, Techniplus Hachette
- ❖ B. BORTOLOTTY, *Communication et Organisation*, 1^{ère} (entraînement à l'épreuve pratique), Ed Nathan
- ❖ T. Lefèvre, *Communication et Organisation*, 1^{ère} STT (les dossiers), Ed. Foucher
- ❖ C. BAGLEAU, *Communication* 1^{ère} et Tle (les dossiers professionnels), Ed. Nathan

Subject : Materials and office automation tools
LEVEL : 2

Weekly schedule : 1 hour
 Annual schedule : 22 hours

COMPETENCES:

This subject entails acquisition in the following competences: **C100 - C111 - C120**
DIDACTICS OF THE SUBJECT

- Preparation and of presentation let of lessons on filing by the students teachers
- Criticism of the lessons under the supervision of the teacher

COMPETENCES/ELEMENTS DE COMPETENCES	CONTENUS	DUREE
❖ C100 : Write, treat and produce text within the professional context ❖ ▪ C1001 : report of an oral communication in writing ▪ C1003: Write reports, synthesize notes. ▪ C1005 : control the productions realised ❖ C111 : Using the telephone ▪ C1111: Receive calls from an Anglophone or francophone correspondent (welcome, analyze and transmit messages), orientate the speakers, filter the calls.	KNOWLEDGE MATERIALS USED FOR COMMUNICATING ORAL INFORMATION <ul style="list-style-type: none"> ○ Group telecommunication ○ the use of the projector ○ The telephone and its applications ○ The telephone and its peripherals ○ Use of the telephone <ul style="list-style-type: none"> - Recording of messages - Listening to the messages 	8 H
❖ C100 : Write, treat and produce text within the professional context ▪ C1001: report of an oral communication in writing, proposed resolutions of a meeting, conclusions	KNOWLEDGE TOOLS FOR COMMUNICATING WRITTEN INFORMATION <ul style="list-style-type: none"> ○ Teleprinter ○ Fax machine ○ Textual messages ○ teletex ○ videotext ○ telewriting 	7 H
❖ C100 : Write, treat and produce text within the professional context ▪ C1004 : Write messages to be transmitted electronically or using IT: electronic mail, telex, telecopy.	KNOWLEDGE STUDY OF THE INTERNET NETWORK	4 H
❖ C100 : Write, treat and produce text within the professional context ▪ C1002: Write letters, notes, personalized and/or automated convocations with current nature ▪ C1003: Write reports, synthesize notes. ▪ C1005 : control the products realised	KNOWLEDGE Tools for the production of information	3 H
	KNOW-HOW <ul style="list-style-type: none"> - Manipulate the materials found in the schools - Visit to enterprises or shops selling these materials 	

Subject Materials and office automation tools
LEVEL : 3

Weekly schedule : 1 hour
Annual schedule: 22 hours

COMPETENCES:

This subject entails acquisition in the following competences

C5 :MICRO TEACHING

DIDACTICS OF THE SUBJECT

- Preparation and presentation of lessons on materials and office automation tools by the student teachers
- Criticism of the lessons under the supervision of the teacher

COMPETENCES/ELEMENTS OF COMPETENCES	CONTENT	DURATION
<ul style="list-style-type: none"> ▪ C5101: Respect the deontology of the profession ▪ C5102: Apply moral and justice rules <ul style="list-style-type: none"> ▪ C5103: Read , write the working language correctly(French for francophones and English for Anglophones) ▪ C5104: Organise and planify teaching activities ▪ C5105: Prepare and teach lessons ▪ C5106: Prepare and administer formative and summative evaluations ▪ C5107: Use ICT in the teaching frame work ▪ C5108: Participate in the life-wire of the institution ▪ C5109: Evaluate teaching activities and carry out a self evaluation 	<p style="text-align: center;">KNOWLEDGE</p> <ul style="list-style-type: none"> ○ Combine lessons on Materials and office automation tools for year 1 and 2 <p style="text-align: center;">KNOW-HOW</p> <ul style="list-style-type: none"> ○ Lesson preparation ○ Lesson presentation ○ Board management ○ Use of pedagogic documents ○ Mastering of the class ○ Participation of students <p style="text-align: center;">ATTITUDE</p> <ul style="list-style-type: none"> ○ Dressing ○ Enthusiasm ○ Coil confidence ○ Punctuality ○ Assiduity 	22 H

Subject : FILING
LEVEL: 1

Weekly schedule: 1 hour
Annual schedule : 22 hours

COMPETENCES:

This subject entails acquisition in the following competences C310 - C300

COMPETENCES/ELEMENTS OF COMPETENCES	CONTENTS	DURATION
<p>❖ C300 : File a document adequately following a method and means for easy retrieval</p> <p>C3001 :Choose and put in place a system of filing and archiving adapted to the need and for a collective use.</p> <p>C3002 :Put in place research techniques that will enable to find a document within a short time limit.</p> <p>C3003 :Use the available equipment efficiently</p>	<p>KNOWLEDGE</p> <p>INTRODUCTION TO FILING (general view)</p> <p>○ PRINCIPAL METHODS OF FILING</p> <ul style="list-style-type: none"> - Alphabetical filing - Numerical filing - Subject or Ideological filing 	6 H
	<p>KNOW-HOW</p> <p>Arrange documents in library or in administrative offices of the school</p> <p>Exercise on methods of filing.</p>	
	<p>KNOWLEDGE</p> <p>○ DERIVED FILING METHODS</p> <ul style="list-style-type: none"> - Chronological filing - Alphanumerical filing - Geographical filing - Decimal filing 	6 H
	<p>KNOW-HOW</p> <p>Arrange documents in library or in administrative offices of the school</p>	
<p>❖ C310 : Constitute and organise a file, verify the documents, carry out calculations...</p> <ul style="list-style-type: none"> ▪ C3101 Rapidly gather information and justifiable materials ▪ C3102 : Verify and confirm the content of a file ▪ C3103 : Choose its presentation and its support taking into consideration its aim and use (documentary file, technical, commercial...). 	<p>KNOWLEDGE</p> <p>○ SYSTEMS OF FILING</p> <ul style="list-style-type: none"> - Generalities - files - systems and filing cabinet - Horizontal filing - Standing filing - Ordinary vertical filing - suspended filing with upper visibility - suspended filing with lateral visibility - suspended filing with oblique visibility 	10 H
	<p>KNOW-HOW</p> <p>Arrange documents in library or in administrative offices of the school</p>	

MEDIAGRAPHIE

- ❖ Girault, *Classement, Matériel de Bureau et Codification*, Ed. Foucher
- ❖ J.-P. Engler, D. Lafleur et C. Lobry, *Classement, Codification et Matériel de Bureau*, Techniplus Hachette

Subject : Filing
LEVEL : 2

Weekly schedule : 1 hour
Annual schedule : 22 hours

COMPETENCES:

This subject entails acquisition in the following competences
C310. - C300.

DIDACTICS OF THE SUBJECT

- Preparation and of presentation let of lessons on filing by the students teachers
- Criticism of the lessons under the supervision of the teacher

COMPETENCES/ELEMENTS OF COMPETENCES	CONTENT	DURATION
❖ C5 : micro teaching <ul style="list-style-type: none"> ▪ C1112: Look for elements of an answer in a card index, a file, a diary, etc. and transmit or treat the information gathered. 	KNOWLEDGE RECORD CARDS <ul style="list-style-type: none"> ○ Ordinary Record cards ○ Visible record cards 	6H
	KNOW-HOW Arrange documents in library or in administrative offices of the school	
❖ C310 : Constitute and organize a file, verify the documents, C3101 : Rapidly gather information and justifiable materials <ul style="list-style-type: none"> ▪ C3102 : choose the presentation and the aid in function of the aim 	KNOWLEDGE <ul style="list-style-type: none"> ○ Archiving 	6H
	KNOW-HOW Arrange documents in library or in administrative offices of the school	
❖ C300 : File a document adequately following a method, system and means for easy retrieval <ul style="list-style-type: none"> ▪ C3001: Choose and put in place a system of filing and archiving adapted to the need and for a collective use. ▪ C3002: Put in place research techniques that will enable to find a document within a short time limit. ▪ C3003 : Use the available equipment efficiently 	KNOWLEDGE MICROFILMING <ul style="list-style-type: none"> ○ Defining and description ○ Filing of micro fiche 	10H
	KNOW-HOW Arrange documents in library or in administrative offices of the school	

MEDIAGRAPHIE

- ❖ Girault, *Classement, Matériel de Bureau et Codification*, Ed. Foucher
- ❖ J.-P. Engler, D. Lafleur et C. Lobry, *Classement, Codification et Matériel de Bureau*, Techniplus Hachette

Subject : Filing
LEVEL : 3

Weekly schedule : 1 hour
 Annual schedule : 22 hours

COMPETENCES :

This subject entails acquisition in the following competences

**C5 : MICRO TEACHING
 DIDACTIC OF THE SUBJECT**

- Correctly arrange documents following a correct order
- Correctly arrange all the documents following a system of filing
- Preparation and presentation of lessons on filing by the students teachers
- Criticism of the lessons under the supervision of the teacher

COMPETENCES/ELEMENTS OF COMPETENCES	CONTENT	DURATION
<ul style="list-style-type: none"> ▪ C5101: Respect the deontology of the profession ▪ C5102: Apply moral and justice rules <ul style="list-style-type: none"> ▪ C5103: Read , write the working language correctly(French for francophones and English for Anglophones) ▪ C5104: Organise and planify teaching activities ▪ C5105: Prepare and teach lessons ▪ C5106: Prepare and administer formative and summative evaluations ▪ C5107: Use ICT in the teaching frame work ▪ C5108: Participate in the life-wire of the institution <p>C5109: Evaluate teaching activities and carry out a self evaluation</p>	<p style="text-align: center;">KNOWLEDGE</p> <ul style="list-style-type: none"> ○ Combine lessons on Materials and office automation tools for year 1 and 2 <p style="text-align: center;">KNOW-HOW</p> <ul style="list-style-type: none"> ○ Lesson preparation ○ Lesson presentation ○ Board management ○ Use of pedagogic documents ○ Mastering of the class ○ Participation of students <p style="text-align: center;">ATTITUDE</p> <ul style="list-style-type: none"> ○ Dressing ○ Enthusiasm ○ Coil confidence ○ Punctuality ○ Assiduity 	<p>22 H</p>

COMPETENCES :

This subject entails acquisition in the following competences

C114. Rapidly take down and transcribe notes following the pitman shorthand principles

COMPETENCES/ELEMENTS OF COMPETENCES	CONTENT	DURATION
<ul style="list-style-type: none"> ▪ C1142 : Use a technique of taking down notes with conventional or personal abbreviations, symbols, drawings, and highlighting key words ▪ C1145 : Transmit information ▪ C1146 : Write any type of message or mail ▪ C1147 : Restore the content of a text 	KNOWLEDGE Presentation	
	KNOW-HOW First six consonants and vowel ā - Drills, dictation and transcription of passages with the first six consonants and vowel ā	1 H
	KNOWLEDGE Joining of consonants and vowel ě	1 H
	KNOW-HOW - Drills, dictation and transcription of passages with the joining of consonants and vowel ě	
	KNOWLEDGE - The second 8 consonants - Phrasing and short forms of words involving the first 6 consonants and the second 8 consonants	1 H
	KNOW-HOW - Drills, dictation and transcription of passages with the joining of consonants and vowel ā, ě and consonants studied	
	KNOWLEDGE - The first and second place vowels	2 H
	KNOW-HOW - Drills, dictation and transcription of passages with the first and second place vowels	
	KNOWLEDGE - The third place vowels and short forms	2 H
	KNOW-HOW - Drills, dictation and transcription of passages with the third place vowels	
KNOWLEDGE o Forms of "R" (upward and downward)	1 H	

COMPETENCES/ELEMENTS OF COMPETENCES	CONTENT	DURATION
	<p style="text-align: center;">KNOW-HOW</p> <p>- Drills, dictation and transcription of passages with the upward and downward "R"</p>	
	<p style="text-align: center;">KNOWLEDGE</p> <p>o Diphthongs</p>	1 H
	<p style="text-align: center;">KNOW-HOW</p> <p>- Drills, dictation and transcription of passages with Diphthongs</p>	
	<p style="text-align: center;">KNOWLEDGE</p> <p>o Joined diphthongs and triphones</p>	1 H
	<p style="text-align: center;">KNOW-HOW</p> <p>- Drills, dictation and transcription of passages with joined Diphthongs and Triphones</p>	
	<p style="text-align: center;">KNOWLEDGE</p> <p>o Consonant "H" (upward and downward)</p>	1 H
	<p style="text-align: center;">KNOW-HOW</p> <p>- Drills, dictation and transcription of passages with upward and downward "H"</p>	
	<p style="text-align: center;">KNOWLEDGE</p> <p>o « S » circle</p>	1 H
	<p style="text-align: center;">KNOW-HOW</p> <p>- Drills, dictation and transcription of passages with "S" circles</p>	
	<p style="text-align: center;">KNOWLEDGE</p> <p>o "S" circles continues</p>	1 H
	<p style="text-align: center;">KNOW-HOW</p> <p>- Drills, dictation and transcription of passages with "S" circles and end</p>	
	<p style="text-align: center;">KNOWLEDGE</p> <p>o Stee loop (ST loop)</p> <p>o curves, beginning and end of curves</p> <p>o Upward straight strokes</p> <p>o In the middle of words</p> <p>o Distinctive outlines</p>	1 h
	<p style="text-align: center;">KNOW-HOW</p> <p>- Drills, dictation and transcription of passages with "ST" loops</p>	
	<p style="text-align: center;">KNOWLEDGE</p> <p>o « STR » loop</p>	1 H
	<p style="text-align: center;">KNOW-HOW</p> <p>- Drills, dictation and transcription of passages with "STR" loops</p>	
	<p style="text-align: center;">KNOWLEDGE</p> <p>- « Ses » circle</p> <p>- Short forms</p>	1 H

COMPETENCES/ELEMENTS OF COMPETENCES	CONTENT	DURATION
	KNOW-HOW - Drills, dictation and transcription of passages with "Ses" circle	
	KNOWLEDGE o « Sw » circle	1 h
	KNOW-HOW - Drills, dictation and transcription of passages with "Sw" circle	
	KNOWLEDGE o Vowel indication	1 H
	KNOW-HOW - Drills, dictation and transcription of passages with "S", "Ses" and "Sw" circle and vowel indication	
	KNOWLEDGE o Halving principles (To « T » and « D »)	2 H
	KNOW-HOW - Drills, dictation and transcription of passages with "halving principles." - Introduction to speed (50 words per min)	

MEDIAGRAPHIE

- ❖ A.Forkert, S Lebuffe, *Apprendre à Sténographier*, Ed. Nathan Technique et NEA
- ❖ M. Bonnet, S Boulet, G. Richey, *Cours Complet de Sténographie Simplifiée*, Ed. Bertrand Lacoste

Subject : Note taking
LEVEL : 2

Weekly Schedule : 1 hour
Annual schedule : 22 hours

COMPETENCES:

This subject entails acquisition in the following competences

C114. Rapidly take down and transcribe notes following the pitman shorthand principles.

DIDACTICS OF THE SUBJECT

- Preparation and presentation of lessons on note taking by the students teachers
- Criticism of the lessons under the supervision of the teacher

COMPETENCES/ELEMENTS OF COMPETENCES	CONTENT	DURATION
<ul style="list-style-type: none"> ▪ C1142 : Use a technique of taking down notes with conventional or personal abbreviations, symbols, drawings, and highlighting key words ▪ C1145 : Transmit information ▪ C1146 : Write any type of message or mail ▪ C1147 : Restore the content of a text 	KNOWLEDGE	2 H
	- Lesson preparation and expose on abbreviated « W »	1 H
	○ Lesson preparation and expose on « PL » series	1 H
	○ Lesson preparation and expose on « PR » series	1 H
	○ Lesson preparation and expose on special use of double consonants	2 H
	○ Lesson preparation and expose on special use of double consonants curve	1 H
	○ Lesson preparation and expose on special use of "N" and "V" hooks	
	KNOW-HOW	
	- Drills, dictation and transcription of passages of the lessons taught	14 H
	- Shorthand dictation (60 words per min)	

MEDIAGRAPHIE

A.Forkert, S Lebuffe, *Apprendre à Sténographier*, Ed. Nathan Technique et NEA
M. Bonnet, S Boulet, G. Richy, *Cours Complet de Sténographie Simplifiée*, Ed. Bertrand Lacoste

Subject : Note taking
LEVEL : 3

Weekly schedule : 1 hour
Annual schedule : 22 hours

COMPETENCES :

This subject entails acquisition in the following competences

C5 : MICRO TEACHING

DIDACTICS OF THE SUBJECT

- Preparation and presentation of lessons on note taking by the students teachers
- Criticism of the lessons under the supervision of the teacher

COMPETENCES/ELEMENTS DE COMPETENCES	CONTENUS	DUREE
<ul style="list-style-type: none"> ▪ C5101: Respect the deontology of the profession ▪ C5102: Apply moral and justice rules <ul style="list-style-type: none"> ▪ C5103: Read , write the working language correctly(French for francophones and English for Anglophones) ▪ C5104: Organize and planify teaching activities ▪ C5105: Prepare and teach lessons ▪ C5106: Prepare and administer formative and summative evaluations ▪ C5107: Use ICT in the teaching frame work ▪ C5108: Participate in the life-wire of the institution <p>C5109: Evaluate teaching activities and carry out a self-evaluation</p>	<p style="text-align: center;">KNOWLEDGE</p> <ul style="list-style-type: none"> ○ Combine lessons on note taking for year 1 and 2 <p style="text-align: center;">KNOW-HOW</p> <ul style="list-style-type: none"> ○ Lesson preparation ○ Lesson presentation ○ Board management ○ Use of pedagogic documents ○ Mastering of the class ○ Participation of students <p style="text-align: center;">ATTITUDE</p> <ul style="list-style-type: none"> ○ Dressing ○ Enthusiasm ○ Coil confidence ○ Punctuality ○ Assiduity ○ Shorthand dictation (70 words per min) 	22 H

SUBJECT: ECONOMICS
LEVEL: 1

Weekly hourly load: 2H
 Minimum annual hourly load: 44H

COMPETENCES :

This course enables the acquisition of the following competences:

C1 – Customer Service

C2 – Preparation of invoice

C6 – Preparation and management of Commands

Competences/elements of competence	Content	Duration
C1- to serve customers C1 1- to execute one order	<ul style="list-style-type: none"> Introduction Knowledge <ul style="list-style-type: none"> - Definition – purpose – aims of economic science - Methods of analyses : inductive methods and deductive methods - Instruments for analyses: sociology, national accounting, psychology, demography, computing, history, etc... - The results of analyses and elaboration of economics law and theories. Know how <ul style="list-style-type: none"> - Explain the purpose and aims of economic science : - Identify the methods and instruments for analyses in economic science - Interpret the results 	4 hours
C2- preparation of invoice C2 1- to collect information's to customers	<ul style="list-style-type: none"> Needs and Economic goods Knowledge <ul style="list-style-type: none"> - Economic needs : definition and characteristics of needs, classification of needs, evolution of needs with the time concept and the environment - Economic goods : Definition and characteristics of economic goods, classification of goods. Kn ow how <ul style="list-style-type: none"> - Identify the needs and economic goods and explain their characteristics - Classify the needs and the goods - Explain the evolution of needs 	4 hours
C1- to serve customers C1 1- to execute one order	<ul style="list-style-type: none"> Agents and economic operations Knowledge <ul style="list-style-type: none"> - Economic agents and their functions : definition, the different categories of economic agents and their functions - Economic operations : operations on goods and services, distribution operations, financial operations - Economic channel : definition, simplified diagrams Know how <ul style="list-style-type: none"> - Identify economic agents by categories - Define the different types of economic operations and their content - Identify the interdependence of economic agents and the nature of relationship linking them. Illustrate this on a diagram. 	6 hours

Competences/elements of competence	Content	Duration
C1- to serve customers C1 2- Provide information on production costs C2- preparation of invoice C2 1- collect information from customers C6- Prepare and manage orders	<ul style="list-style-type: none"> ● Production <li style="padding-left: 20px;">Knowledge - Notion of production : definition ; - Production factors : definition, the different factors of production - Combining the factors of production : production with one variable (total production , average production , marginal production , different types of production curves, returns to scale) - The cost of production : analyses in short term <li style="padding-left: 20px;">Know how - Calculate the total production, average production, marginal production in a combination of only one variable factor - Explain the returns to scale - Calculate the costs of production (average cost, marginal cost, total cost) and do a graphical representation - Identify the significant points of the curve and interpret. 	8 hours
C6- Prepare and manage orders C6 1- prepare the order form	<ul style="list-style-type: none"> ● Consumption and Income <li style="padding-left: 20px;">Knowledge - consumption : definition, types of consumptions, the propensity to consume - Income : definition, different categories of income - Equating revenue to consumption (the law of consumption, spending on consumption and price) - Redistribution of revenue. <li style="padding-left: 20px;">Know how - Distinguish the types of consumption - Distinguish the categories of revenues - Calculate and interpret the different propensities to consume - State and interpret the law of consumption - Describe summarily the mechanism of redistributing revenue. 	6 hours
C6- Prepare and manage orders C6 2- transform saving into investment	<ul style="list-style-type: none"> ● Saving and investment <li style="padding-left: 20px;">Theoretical lessons - Saving : definition and role of saving, the motives of saving, the categories of saving, the propensity to save - Investment: definition and role, types of investments, investment multiplier. <li style="padding-left: 20px;">Practical lessons - Explain the role of saving - Distinguish the categories of saving - Calculate and interpret the propensity to save - Calculate the multiplier coefficient of investment. 	6 hours

SUBJECT: Economics
LEVEL: 2

Weekly hourly load: 2H
 Minimum annual hourly load: 44H

COMPETENCES :

This course contributes to the acquisition of the following competences:

- C1 – Customer service**
- C2 – prepare Invoicing**
- C9 – Ensure settlement and follow-up of suppliers**

Competences/elements of competence	Content	Duration
C1- to serve costumers C1 1- to execute one order	<p>Revision of first year work</p> <p>Knowledge</p> <ul style="list-style-type: none"> - Definition - purpose – aims of economic science - Methods of analyses : Inductive and deductive methods - The results of analyses and elaboration of economic laws and theories - Factors of production - Cost of production - Notions of : returns to scale, consumption and revenue, saving and investment <p>Know how</p> <ul style="list-style-type: none"> - Explain the purpose and aims of economic science - Identify the methods of analysis in economic science - Calculate the costs of production - Explain the returns to scale - Explain the notion of consumption, of revenue, saving and investment 	10 hours
C2- prepare invoicing C2 1- collect information from customers C2 2- find the equilibre price following the type of market	<p>• Market and price</p> <p>Knowledge</p> <ul style="list-style-type: none"> - The markets : components of the market, the different types of markets - The price: definition, price formation, (regulated markets, competitive market pure and perfect, monopoly market). <p>Know how</p> <ul style="list-style-type: none"> - Define the components of the market - Identify the different types of market - Explain the fixing of price on regulated markets - Determine the equilibrium price on the competitive and monopoly markets. 	12 hours
C9- ensure settlement and follow up of suppliers C9 1-	<p>• National Accounting</p> <p>Knowledge</p> <ul style="list-style-type: none"> - Definition, objectives, limits; - National accounting aggregates: definition and calculation. <p>know-how</p>	6 hours

Competences/elements of competence	Content	Duration
	<ul style="list-style-type: none"> - Definition of National Accounting; - Identification of the aggregates of National Accounting; - Calculation of National Accounting aggregates. 	
<p>C9- ensure settlement and follow up of suppliers C9 2- Compare local currency to foreign currencies</p>	<ul style="list-style-type: none"> • Money and financial institutions <li style="padding-left: 40px;">Knowledge - Money : definition, function of money, different forms of money, creation of money, the monetary mass - Cameroon banking system : central bank, commercial banks, other financial institutions - Credit: definition, forms of credit, credit role. <li style="padding-left: 40px;">Know how - Identify the different forms of money - Define and describe the monetary mass, its components and its counterparts - Explain the mechanism of the functioning of Cameroon banking system - Identify the forms of credit - Explain the role of credit. 	10 hours
<p>C1- to serve costumers C1 1- to execute one order</p>	<ul style="list-style-type: none"> • Economic function of the state <li style="padding-left: 40px;">Knowledge - Production activity : marketable production , non-marketable production - The state budget: definition - Characteristics – Role - structure of the state budget. <li style="padding-left: 40px;">Know how - Explain the role of the state as a producer - Describe the characteristics and the structure of the state budget. 	6 hours

COMPETENCES

This course contributes to the acquisition of the following competences:

C1 – Customer service

C6 – Compare and analyse the proposals and offers of suppliers

Competences/elements of competence	Content	Duration
C1- to serve costumers C1 1- to execute one order	<ul style="list-style-type: none"> • Growth and Development Knowledge <ul style="list-style-type: none"> - Definition of the notions of growth and development ; - Measurement of growth ; factors of growth ; the growth balance sheet ; - Development : sequential approach (stages of development) ; structural approach (development as the state) ; - Underdevelopment : notion of underdevelopment, the origin of underdevelopment, characteristics of underdevelopment, measuring underdevelopment (HDI : Human development index) ; - Development strategies: agricultural strategies, industrial strategies, commercial strategies. Know how <ul style="list-style-type: none"> - Distinguish growth from development ; - Explain the different approaches of development ; - Explain the characteristics of underdevelopment ; - Name and explain the development strategies. 	12 hours
C1- to serve costumers C1 1- to execute one order	<ul style="list-style-type: none"> • The economic systems and regimes Knowledge <ul style="list-style-type: none"> - Notion of economic system and regime ; - Types of economic systems : Capitalist system, socialist system ; - Some examples of the current regimes (Cameroun, USA, Russia.). Know how <ul style="list-style-type: none"> - Describe the functioning of the capitalist and socialist systems ; 	12 hours

Competences/elements of competence	Content	Duration
	<ul style="list-style-type: none"> - Compare the functioning of some concrete regimes to the principle of economic systems. 	
<p><i>C6- Prepare and manage orders</i> C6 3- <i>Analyse the indicators of foreign trade</i></p>	<ul style="list-style-type: none"> • Foreign exchange <li style="padding-left: 20px;">Knowledge <li style="padding-left: 20px;">- Role of foreign exchange ; <li style="padding-left: 20px;">- Balance of trade : definition ; structure, interpretation and adjustment; <li style="padding-left: 20px;">- Principal indicators of foreign trade : the rate of closure(coverage), degree of openness, the propensity to import and export, the terms of exchange ; <li style="padding-left: 20px;">- The balance of payment : definition and structure ; <li style="padding-left: 20px;">Know how <li style="padding-left: 20px;">- Show the importance of foreign trade; <li style="padding-left: 20px;">- Interpret the balance of trade ; <li style="padding-left: 20px;">- Identify and calculate the principal indicators of foreign trade and interprets the results ; <li style="padding-left: 20px;">- Describe the functioning of some international economic organisations. 	12 hours
<p><i>C6- Prepare and manage orders</i> C6 4- Compare local currency to foreign currencies</p>	<ul style="list-style-type: none"> • Exchange <li style="padding-left: 20px;">Knowledge <li style="padding-left: 20px;">- Definition ; <li style="padding-left: 20px;">- The exchange system ; <li style="padding-left: 20px;">- Parity of money ; <li style="padding-left: 20px;">Know how <li style="padding-left: 20px;">- Identify the different systems of exchange ; <li style="padding-left: 20px;">- Conversion of national money to foreign currencies. 	8 hours

COMPETENCES :

This subject contributes to the acquisition of the following competences:

C1 – To serve customers

C3 – To carry out operations related to invoicing

Competences/elements of competence	Teaching content	Duration
C1- to serve customers C1 1- to execute one order	<ul style="list-style-type: none"> • Generalities on the enterprise <p style="text-align: center;">Knowledge</p> <ul style="list-style-type: none"> - Definition and characteristics of an enterprise; - Roles and objectives of an enterprise; - Classification of enterprises (rf. OHADA) : Economic classification (according to the activity, according to the size), legal classification (private enterprises, state-owned enterprises and parasternal enterprises) ; - The enterprise and its environment: Definition, components of the environment ; - The enterprise as a system. <p style="text-align: center;">Know how</p> <ul style="list-style-type: none"> - To identify and classify enterprises ; - To identify components of the enterprise's environment and their interaction. 	12 hours
C1- to serve customers C1 1- to execute one order	<ul style="list-style-type: none"> • Commercial policies : the marketing mix <p style="text-align: center;">Knowledge</p> <ul style="list-style-type: none"> - The product policy: definition – characteristics – typology, product life cycle, product line, positioning, trade mark, conditioning; - The price policy: the notion of price, the objectives of a price policy (market objectives, profitability objectives), constraints of a price policy (competition constraints, institutional constraints, internal constraints), price fixing; - The distribution policy: definition – role – forms, channels of distribution (notion of channel and of channel of distribution, the various channels of distribution, distribution strategies), the sale force ; - The commercial communication policy: definition and role, communication means (advertisement, sales promotion; public relations). <p style="text-align: center;">Know how</p> <ul style="list-style-type: none"> - To define the notion of product - To identify the characteristics of a product and to 	10 hours

Competences/elements of competence	Teaching content	Duration
	<p>present its typology ;</p> <ul style="list-style-type: none"> - To identify the product line of products and its components; - To define conditioning - To define the notion of price and to determine objectives and constraints related to the price ; - To determine the pricing methods; - To identify and describe the various distribution channels - To identify the various means of communication. 	
<p>C1- to serve customers C1 1- to execute one order</p>	<p>The production activity</p> <p style="text-align: center;">Knowledge</p> <ul style="list-style-type: none"> - The production: definition, objectives, constraints, the modes of production; - The organisation of the production work: principles and balance sheet. <p style="text-align: center;">Know how</p> <ul style="list-style-type: none"> - Define production and present its various types; - Present the administrative and technical preparation of the production work; - Define SOL (Scientific Organisation of Labour), present its principles and its balance sheet. 	<p>8 hours</p>
<p>C3- To carry out operations related to invoicing C3 1- <i>Determine the enterprise market</i></p>	<p>The enterprise and the market</p> <p style="text-align: center;">Knowledge</p> <ul style="list-style-type: none"> - The market of the enterprise: concept of market, the main types of market, the concept of the enterprise market; - The market research: objectives, techniques of market research, advantages and limits of a market research; <p style="text-align: center;">know-how</p> <ul style="list-style-type: none"> - Describe the various types of market; - Identify the market of the company; - Describe and explain the techniques of market research and its limits. 	<p>8 hours</p>
<p>C3- To carry out operations related to invoicing C3 2- Calculate the remuneration of commercial personnel</p>	<ul style="list-style-type: none"> • The marketing personnel <p style="text-align: center;">Knowledge</p> <ul style="list-style-type: none"> - Definition – components (active sales force, passive sales force) ; - Remuneration of the marketing personnel <p style="text-align: center;">Know how</p> <ul style="list-style-type: none"> - To identify the components of the marketing personnel ; - To calculate the remuneration of a marketing representative. 	<p>6 hours</p>

Subject: Business management
LEVEL:3

Weekly hourly load: 2H
Minimum annual hourly load: 44H

COMPETENCES :

This subject contributes to the acquisition of the following competences:

C1 – To serve customers

C3 – To carry out operations related to invoicing

C7 – To ensure the follow up of orders

C19 – To assess the performance of the enterprise's activities in the financial, economical, social and environmental plans

Competences/elements of competence	Teaching contents	Duration
C1- to serve costumers C1 1- to execute one order	<ul style="list-style-type: none"> • The supply <p style="text-align: center;">Knowledge</p> <ul style="list-style-type: none"> - The notion of supply: definitions, objectives of the supply function ; - The supply process: expression of a need and definition of the product to buy, prospection, purchase – reception – storage ; - Stocks management: the notion of stock, economic management, material management: classification of products (20/80 method, ABC method), valuation of outgoing stocks (the FIFO, the WAC after each entry, the WAC of the storage of the period); - New techniques of stock management (just in time, the labelling methods) <p style="text-align: center;">Know how</p> <ul style="list-style-type: none"> - To describe the supply process ; - To apply the various methods of stocks management. 	12 hours
C3- To carry out operations related to invoicing C3 3- calculate the salary following the remuneration systems	<ul style="list-style-type: none"> • Human resource management <p style="text-align: center;">Knowledge</p> <ul style="list-style-type: none"> - Definition, objectives and constraints of personnel management; - forecasting management of the personnel and recruitment ; - The administration of the personnel: remuneration, formation, promotion, transfer - Human relations: motivation, commandment, social climate and indicators, participation to the result and to the management. <p style="text-align: center;">Know how</p> <ul style="list-style-type: none"> - To identify the elements of the motivation of a worker; 	12 hours

Competences/elements of competence	Teaching contents	Duration
	<ul style="list-style-type: none"> - To identify and explain actions of the enterprise's social policy: - To calculate the salary following the various systems of remuneration. 	
<p>C7- Ensure the follow up of orders C7 1- Describe piloting type C7 2- Explain the decision making process</p>	<ul style="list-style-type: none"> • Piloting and decision taking Knowledge <ul style="list-style-type: none"> - the notion of piloting : the main types of piloting (charismatic piloting, bureaucratic piloting, participative or cooperative piloting, technocratic piloting) ; - The process of decision making: Definition of decision, classification of decisions (following the level at which they are taken), analysis of a decision process, decision and delegation of power; Know how <ul style="list-style-type: none"> - To describe the various types of piloting; - To explain the process of decision taking; 	10 hours
<p>C19- to assess the performance of the enterprise's activities in the financial, economical, social and environmental plans C19 1- make decision using aid tools decision</p>	<ul style="list-style-type: none"> • Aids for decision-making aid Knowledge <ul style="list-style-type: none"> - Linear programming: objectives to achieve, constraints to respect, method of solving the linear program and its data-processing application (in liaison with the computer assisted the economy) - The PERT Graph and its data-processing application (in liaison with the computer assisted the economy) - Methods of investment appraisals: NPV, Profitability Index of profitability and IRR and its application with the Excel software. know-how <ul style="list-style-type: none"> - To use the aids of decision-making. 	10 hours

COMPETENCES :

This subject contributes to the acquisition of the following competences

C1 – C2 – C3 – C4 – C5 – C13 – C17 – C18 – C19

	STATISTICS	DUREE
Knowledge		
<p>Ratios and proportions</p> <ul style="list-style-type: none"> - Ratios: definition - Proportions : definition - Forth proportion, mean proportion ; - Percentages - Definition: direct percentages and indirect percentages - Definition of the various prices and costs - Definition : mark up on cost and mark up on sales - Definition of the selling price Tax Inclusive - Definition of the multiplying coefficient <p>Simple interests</p> <ul style="list-style-type: none"> - Definition of a simple interest - Definition of other elements taken into account in the calculation of a simple interest: capital, rate, investment duration - Definition of the future value - Graphical representation: statement of the procedure - The numbers and divisors method : statement of the procedure <p>Commercial discount</p> <ul style="list-style-type: none"> - Definition - Difference between the rational discount and the commercial discount - Steps of the graphical representation of the discount and that of the present value ; - Definition of the effective rate of discount and the return rate. 	<p>Generalities</p> <ul style="list-style-type: none"> - Definition, nature and purpose of statistics - Terminology : population, Statistical unit, qualitative data, quantitative data, statistical series - Elaboration of statistics - Data collection - Techniques used: census and survey - Means : questionnaires - Statement of the principle the tally of data - Presentation of results - Simple statistical table (with a single entry) - General rules - Relative frequencies - Statistical table with double entry (presentation and explanation) - Graphical representation: statement of the principles 	16hours
<ul style="list-style-type: none"> - Definition of the Agios and its components (discount, commissions, tax). - Equivalence of bills: Definitions <p>Arithmetic progression (A.P) and Geometric progression (G.P)</p> <ul style="list-style-type: none"> - Definition of an arithmetic progression (A.P) - Definition of a geometric (G.P) 		4hours
Know how		
<p>Ratios and proportions</p> <ul style="list-style-type: none"> - Composition and calculation of a ratio - Properties of a ratio 	<p>Generalities</p> <ul style="list-style-type: none"> - Identification : Qualitative data and quantitative 	

	STATISTICS	DUREE
<ul style="list-style-type: none"> - Composition of a proportion and properties - Proportional sharing: simple proportional sharing, inversely proportional sharing and compound proportional sharing. <p>Percentages</p> <ul style="list-style-type: none"> - Calculation of direct and indirect percentages - Calculation of prices and costs - Calculation of mark ups on cost and on sales - Calculation of the selling price Tax inclusive - Applying reductions on sales - Calculation of the marked price of the multiplying coefficient <p>Simple interests</p> <p>Calculation of the interest, of the interest rate, of the investment duration and of the capital</p> <ul style="list-style-type: none"> - Calculation of the future value - Graphical representation of the simple interest and the future value - Calculation of the interest through the method of numbers and divisor <p>Commercial discount</p> <ul style="list-style-type: none"> - Calculation of the discount and its components: nominal value, discount rate and duration between the negotiation date and the maturity date - Calculation: rational discount and commercial discount - Graphical representation of the discount and the present value; - Calculation of the effective rate and of the return rate - Establishment of a discounting statement (calculation of the discount, commissions, taxes and the net discounted value) 	<p>data;</p> <p>Elaboration of statistics</p> <ul style="list-style-type: none"> - Tally of data: case of qualitative data, case of quantitative data <p>Presentation of results</p> <ul style="list-style-type: none"> - Presentation of tables - Calculation of cumulative frequencies * Qualitative data (bar chart, pie chart) * Quantitative data : <ul style="list-style-type: none"> - discrete statistical data: line chart, z chart; - graphical representations of grouped data: histogram and frequency polygon 	<p>20hours</p>
<ul style="list-style-type: none"> - Equivalence of trade bills : <ul style="list-style-type: none"> ✓ Equivalence of two bills ✓ Average due date and common due date - Properties of an arithmetic progression; - A series of numbers in arithmetic progression - Calculation of the various terms of a series in A.P. as a function of existing data - Arithmetic and geometric progressions - Properties of a geometric progression; - Sum of series of numbers in G.P. - Calculation of the various terms of a series in G.P. as a function of existing data 		<p>4hours</p>

Subject: Applied Mathematics
LEVEL : 2

Weekly hourly load: 2 H
Minimum annual hourly load: 44 H

COMPETENCES :

This subject contributes to the acquisition of the following competences

C1 – C2 – C3 – C4 – C5 – C13 – C17 – C18 – C19

COMMERCIAL MATHEMATICS	STATISTICS	DUREE
Knowledge		
<ul style="list-style-type: none"> ➤ Compound interests - Definition of compound interests - Present value of a capital (discount at compound interests) - Definition : equivalent rate and proportional rate; - Definition : equivalence of two bills and equivalence of several bills (average due date and common due date) 	<ul style="list-style-type: none"> ➤ Measures of central tendency - The mode : definition - The median: definition - Graphical representation of the mode and the median: statement of the procedure - Quartiles : definitions - The arithmetic mean: definition - Other means; <ul style="list-style-type: none"> - Quadratic mean; - Harmonic mean; - Geometric mean. ➤ Measures of dispersion - Definition of the range - Definition of the Interquartile interval - Definition of percentiles - Definition : mean deviation, median deviation; - Definition : variance, standard deviation, coefficient of variation ➤ indexes - Definition of simple indexes - Definition of weighted indexes - LASPEYRES' indexes - PAASCHE 's indexes - Statement of the properties of indexes <ul style="list-style-type: none"> - Reversibility ; - Transferability; 	20hours
Know how		
<ul style="list-style-type: none"> ➤ Compound interests - Notion of capitalisation of interests - Fundamental formula of compound interests - Simple problems on the formula of compound interests: calculation of the capital, rate and number of capitalisation periods - Calculation of the present value and the components of its formula: rate, duration, ... - Calculation of equivalent and proportional rates. <ul style="list-style-type: none"> • Calculations related: <ul style="list-style-type: none"> - To the equivalence of two bills; - To the equivalence of several bills: <ul style="list-style-type: none"> * common due date; * average due date 	<ul style="list-style-type: none"> ➤ Measures of central tendency - Calculation of the mode ; - Calculation of the median: case of discrete data and case of grouped data; - Calculation of quartiles ; - Graphical representation of the mode, median and quartiles; - Calculation of the arithmetic mean: Discrete data, Grouped data, ➤ Another calculation procedure: the use of an assumed arithmetic mean. ➤ Measures of dispersion - Proving the importance of measures of dispersion - Calculation of the range - Calculation of the Interquartile interval and percentiles - Calculation of the mean deviation, median deviation, variance, standard deviation, coefficient of variation 	20hours
	<ul style="list-style-type: none"> ➤ Indexes - Calculation of indexes - Proving the properties of indexes 	4hours

Subject : Applied mathematics
 LEVEL : 3

Weekly hourly load : 2 H
 Minimum annual hourly load: 44h

COMPETENCES :

This subject contributes to the acquisition of the following competences

C1 – C2 – C3 – C4 – C5 – C13 – C17 – C18 – C19

COMMERCIAL MATHEMATICS	STATISTICS	DUREE
Knowledge		
<p>Annuities</p> <ul style="list-style-type: none"> - Definition of annuities - Different types of annuities - Any other theoretical notions <p>Ordinary loans and debentures loans</p> <ul style="list-style-type: none"> - Definition of ordinary loans - Generalities on debenture loans 	<p>Linear adjustment</p> <ul style="list-style-type: none"> - Notion of adjustment : statement of principles and the importance - Statement of the adjustment principles <p>Linear correlation</p> <ul style="list-style-type: none"> - Definition of the linear correlation - Definition of the correlation coefficient - Interpretation 	20hours
Know how		
<p>Annuities</p> <ul style="list-style-type: none"> - Calculation of the future value of a series of end of period constant annuities - Calculation of the present value of a series of end of period annuities - Calculation of other elements related to annuities - Future value and present value of a series of constant beginning of period annuities; - Present value of a series of annuities; - Average maturity of a series of constant annuities; - Future value of a series of annuities either in arithmetic progression or in geometric progression. <p>Ordinary loans and debenture loans</p> <ul style="list-style-type: none"> - Table of ordinary loans, application on ordinary loans - Debenture loans payable through constant annuities: <ul style="list-style-type: none"> * Formula ; * Amortization schedules. ; - Return rate; - Effective rate; - Constant annuities, debenture loans payable at a constant value R and above the nominal value C of the debenture; - Constant annuities including the reimbursement of the debenture at a value above the nominal value. - Constant annuities including the reimbursement of the debenture loan at a variable value during the duration of the loan 	<p>Linear adjustment</p> <ul style="list-style-type: none"> - Graphical adjustment; - Adjustment of a series through the moving average method - - Adjustment of a series through the Mayer method ; - Adjustment of a series through the Least Square method; <p>- Calculation of the correlation coefficient</p>	24hours

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MEDIAGRAPHY :

1. Acte Uniforme du Droit Comptable OHADA ;
2. Acte Uniforme du Droit Commercial Général ;
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4. Lois des Finances ;
5. Tableaux de la DSF (SMT, SA et SN)
6. Modules de Formation apprêtés par le MINETFOP ;
8. Répertoire d'entreprises

SUBJECT : SOCIOLOGY
LEVEL : 1

Weekly time allocation : 2 hours
 Minimum annual time allocation : 44 hours

COMPETENCES :

This course contributes to the acquisition of the following competences:

- Organise classroom work
- Participate in the school project and cooperate with the education community

COMPETENCE/COMPONENTS OF COMPETENCE	CONTENT	DURATION (H)
Organize classroom work Participate in the school project and cooperate with the education community	GENERAL NOTIONS <u>Knowledge:</u> <ul style="list-style-type: none"> • Definition of concepts: Sociology; education; Sociology of Education • Domain and objective of Sociology of Education • Domain and objective of Sociology • Constituent elements of sociology (definition and explanation): language; customs/uses; ethnic group; tribe ; race ; cultural identity ; social relations • Some sociological obstacles / problems / deviances : ehnocentrism, racialism / racism ; tribalism ; xenophobia ; etc. 	
	THE SOCIETY GENERAL NOTIONS <u>Knowledge:</u> <ul style="list-style-type: none"> • Definition of the concept society • Origin of the society according to: <ul style="list-style-type: none"> - Thomas HOBBS - Jean Jacques Rousseau • Types of societies: traditional society; modern society; acephalous society; industrial society; postindustrial society 	
	THE SCHOOL AS A SOCIAL ORGANISATION <u>Knowledge:</u> <ul style="list-style-type: none"> • Definition of concepts: School; Organisation; Social; Social organisation; Community; Education community • Structure and functioning of a social organisation (principles and related theories) • Role of the education community in the functioning of a school 	
	THE SCHOOL AS AN INSTITUTION	

COMPETENCE/COMPONENTS OF COMPETENCE	CONTENT	DURATION (H)
	<p><u>Knowledge:</u></p> <ul style="list-style-type: none"> • Definition of concepts: School; Institution; School institution • School as an institution of instruction and education (analysis of different perceptions / perspectives / points of view / considerations on the matter) • Types of schools (definition and explanation) : Formal education ; Informal education ; <p>Non formal education as institutions;</p> <ul style="list-style-type: none"> • Some sociological theories on the school as an institution (principles and explanation) • Documentary research; review of related literature read; exposes and debates <p>MENTALITIES</p> <p><u>Knowledge:</u></p> <ul style="list-style-type: none"> • Definition of concepts (definition, principle and explanation): Mentalities; Development • Types of mentalities: traditional mentality and modern mentality • Relation between mentality and development: mentality as an obstacle / a hindrance to development; mentality as a promoter / sustainer of development • Documentary research; review of related literature read; exposes and debates 	

SUBJECT : Sociology
LEVEL : 2

Weekly time allocation : 2hours
 Minimum annual time allocation: 44 hours

COMPETENCES :

This course contributes to the acquisition of the following competences:

- Organise classroom work
- Participate in the school project and cooperate with the education community

COMPETENCE/COMPONENTS OF COMPETENCE	CONTENT	DURATION (H)
Organise classroom work Participate in the school project and cooperate with the education community	SOCIOLOGICAL FACTORS OF SCHOOL SUCCESS AND FAILURE <u>Knowledge:</u> <ul style="list-style-type: none"> • Definition of concepts: School success; School failure; deschooling; school dropout; deperdition • Potential sociological aspects of school success and failure • Theories related to school success; school failure; deschooling; school dropout; deperdition 	
	EDUCATION AND SOCIAL MOBILITY <u>Knowledge :</u> <ul style="list-style-type: none"> • Definition of concepts : education ; mobility ; society; social; social mobility • School contribution to social mobility • Some theories related to social mobility • Documentary research; review of related literature read; exposes and debates 	
	PARENTHOOD <u>Knowledge:</u> <ul style="list-style-type: none"> • Definition of concepts: parenthood; filiation • Parenthood structure/organization • Parenthood relations • Parenthood nomenclature • Genealogy and the ego system of reference • Documentary research; review of related literature read; exposes and debates 	
	CULTURAL (IN)HERITAGE AND EDUCATION <u>Knowledge:</u> <ul style="list-style-type: none"> • Definition of concepts: inheritance / heritage; culture; cultural inheritance / heritage; cultural identity; National language; National culture; • Promotion of cultural inheritance; national languages and Cameroon national culture; • Contribution of cultural heritage / inheritance to education; 	

COMPETENCE/COMPONENTS OF COMPETENCE	CONTENT	DURATION (H)
	<ul style="list-style-type: none"> • Some sociological theories on cultural heritage. 	
	<p>RURAL DEVELOPMENT</p> <p><u>Knowledge:</u></p> <ul style="list-style-type: none"> • Definition of concepts: development; rural development; • Actors of rural areas; • Demography in rural areas; • Changes / transformation in rural areas; • Rural development projects; • Strengths and weaknesses of a rural area; • Documentary research; review of related literature read; exposes and debates 	

SUBJECT : SOCIOLOGY
LEVEL : 3

Weekly time allocation : 2hours
 Minimum annual time allocation: 44 hours

COMPETENCES :

This course contributes to the acquisition of the following competences:

- Organise classroom work
- Participate in the school project and cooperate with the education community

COMPETENCE/COMPONENTS OF COMPETENCE	CONTENT	DURATION (H)
Organise classroom work Participate in the school project and cooperate with the education community	GENERAL NOTIONS <u>Knowledge:</u> <ul style="list-style-type: none"> • Definition of concepts: Sociology; education; Sociology of Education • Domain and objective of Sociology of Education • Domain and objective of Sociology • Importance of sociology of education in the training of a student teacher • Constituent elements of sociology (definition and explanation): language; customs / uses; ethnic group ; tribe ; race ; cultural identity ; social relations 	
	SOCIETY <u>Knowledge:</u> <ul style="list-style-type: none"> • Definition of the concept society • Origin of the society according to: - Thomas HOBBS - Jean Jacques Rousseau • Types of societies: traditional society; modern society; acephalic society; industrial society; post industrial society; consumer society 	
	THE SCHOOL AS A SOCIAL ORGANISATION GENERAL NOTIONS <u>Knowledge:</u> <ul style="list-style-type: none"> • Definition of concepts: School; Organisation; Social; Social organization; Community; Education community • Structure and functioning of a social organisation (principles and related theories) • Role of the education community in the functioning of a school • Documentary research; review of related literature read; exposes and debates 	
	THE SCHOOL AS AN INSTITUTION <u>Knowledge:</u>	

COMPETENCE/COMPONENTS OF COMPETENCE	CONTENT	DURATION (H)
	<ul style="list-style-type: none"> • Definition of concepts: School; Institution; School institution • School as an institution of instruction and education (analysis of different perceptions / perspectives / points of view / considerations) • Types of schools (definition and explanation) : Formal education; Informal education; Non formal education as institutions; Traditional school • Some sociological theories on the school as an institution (principles and explanation) • Documentary research; review of related literature read; exposes and debates 	
	<p>MENTALITIES</p> <p><u>Knowledge:</u></p> <ul style="list-style-type: none"> • Definition of concepts (definition, principle and explanation): Mentalities; Development • Types of mentalities: traditional mentality and modern mentality • Relation between mentality and development: mentality as an obstacle / a hindrance to development; mentality as promoter of development • Documentary research; review of related literature read; exposes and debates 	
	<p>SCHOOL AND SOCIALISATION</p> <p><u>Knowledge:</u></p> <ul style="list-style-type: none"> • Definition of concepts: education; socialisation • Importance of school in socialisation • Some sociological theories on the socialization of a child 	
	<p>EDUCATION AND SOCIAL INTERACTIONS</p> <p><u>Knowledge:</u></p> <ul style="list-style-type: none"> • Definition of concepts: education; interaction; society; social interactions • Interaction between the school and education community in Cameroon and its impact on the functioning of the school • Some theories on social interactions 	
	<p>THE SCHOOL AS AN INSTITUTION OF SOCIAL REPRODUCTION</p> <p><u>Knowledge:</u></p> <ul style="list-style-type: none"> • Definition of concepts: school; institution; 	

COMPETENCE/COMPONENTS OF COMPETENCE	CONTENT	DURATION (H)
	<p>reproduction; social classes; social reproduction</p> <ul style="list-style-type: none"> • Role of the school in the reproduction of social classes • Some sociological theories related to reproduction of social classes 	
	<p>PARENTHOOD <u>Knowledge:</u></p> <ul style="list-style-type: none"> • Definition of concepts: parenthood; filiation; genealogy; ego; marriage; divorce; • Parenthood structure/organization • Parenthood relations • Parenthood nomenclature • Genealogy and the ego system of reference • Marriage; • Sociological, psychological, and judiciary foundations of marriage • Causes of divorce/breach of marriage contract • Factors of marriage stability • Perspectives of marriage and family • Documentary research; review of related literature read; exposes and debates 	
	<p>CULTURAL HERITAGE AND EDUCATION</p> <ul style="list-style-type: none"> • <u>Knowledge:</u> • definition of concepts: inheritance heritage; culture; cultural heritage; cultural identity; national language; national culture; • Promotion of cultural heritage; National languages and Cameroon national culture; • Contribution of cultural heritage to education; • Some sociological theories on cultural inheritance / heritage. 	
	<p>RURAL DEVELOPMENT <u>Knowledge:</u></p> <ul style="list-style-type: none"> • Definition of concepts: development; rural development; • Actors of rural areas; • Demography in rural areas; • Changes in rural areas; • Rural development projects; • Strengths and weaknesses of a rural area; • Documentary research; review of related literature read; exposes and debates 	

SUBJECT : PSYCHO PEDAGOGY
LEVEL : 1

Weekly time allocation: 2hours
 Minimum annual time allocation : 44hours

COMPETENCES :

This subject contributes to acquisitions of the following competences:

- Conceive and implement teaching
- Participate in the school project and cooperate with the education community

COMPETENCES/ELEMENTS OF COMPETENCE	CONTENT	DURATION (H)
Conceive and implement teaching Participate in the school project and cooperate with the education community	<p>GENERAL NOTIONS <u>Knowledge :</u></p> <ul style="list-style-type: none"> • Definition of concepts : psychology, pedagogy, psych pedagogy; • Origin and importance of psych pedagogy; • Objectives and domains of psych pedagogy; • Relation between psychology and psych pedagogy. 	
	<p>FUNDAMENTAL CONCEPTS OF PSYCH PEDAGOGY; <u>Knowledge:</u></p> <ul style="list-style-type: none"> • Definition of concepts: teaching, education, training, formal education, informal education, inclusive education, emulation, discipline, sanction, behaviour, shaping (definition, characteristics, importance, domains and types). • Relation between the following concepts: Education and Instruction; Education and behaviour shaping; Education and Training, Discipline and Sanction. 	
	<p>CHILD DEVELOPMENT AND ADOLESCENCE <u>Knowledge:</u></p> <ul style="list-style-type: none"> • Definition of concepts: Child; Childhood; Adolescent; Adolescence; Development; Stages of Development. • Definition and description laws of human development: maturation; individual differences; fundamental law; law of unity and disparities; cephalo-caudal law; proximo-distal law • Factors of human development: biological factors; maturational factors; hereditary factors; environmental factors. • Some domains of human development and their pedagogic implications: cognitive development; intellectual development; affective development; moral development. • Methods of child and adolescent studies • Difference between childhood and 	

COMPETENCES/ELEMENTS OF COMPETENCE	CONTENT	DURATION (H)
	<u>adolescence</u>	
	ASPECTS OF CHILD AND ADOLESCENT BEHAVIOURS <u>Knowledge:</u> <ul style="list-style-type: none"> • Definition of concepts: aspects; behaviour; child; adolescent; aspects of behaviours. • Definition, causes, manifestations, pedagogic implications and remedy of some of the following behavioural aspects of children and adolescents: egoism; egocentrism; laziness; lies telling; aggressiveness, timidity. 	
	MEMORY <u>Knowledge</u> <ul style="list-style-type: none"> • Definition of concepts: motivation; attention; interest. • Types of motivation: intrinsic motivation; extrinsic motivation. • Stages of motivation: need assessment; targeted behaviour; attainment of need satisfaction. • Importance of motivation in the learning process • Motivation strategies 	
	ATTENTION <u>Knowledge</u> <ul style="list-style-type: none"> • Definition of attention • Importance of attention • Elements of attention • Obstacles to attention • Difference between attention and motivation • Methods of channelling attention 	

SUBJECT : Psycho pedagogy
LEVEL : 2

Weekly time allocation: 2hours
 Minimum annual time allocation : 44hours

COMPETENCES :

This subject contributes to acquisitions of the following competences:

- Organise classroom work
- Conceive and implement teaching
- Evaluate students' work

COMPETENCES/ELEMENTS OF COMPETENCE	CONTENT	DURATION (H)
Organise classroom work Conceive and implement teaching	LEARNING <u>Knowledge :</u> <ul style="list-style-type: none"> • Definition of concepts: learning; conditioning reinforcement. • Principles of learning • Learning conditions • Types of learning: classical conditioning; operant conditioning; trial and error; intuitive learning; learning by imitation learning by observation; coaching learning; memorization. • Definition and explanation of some of the following learning troubles: dyscalculia; dyslexia; dysorthographia; dysphrasia. • Relation between the different types of learning and the different types of conditioning. 	
Evaluate students' work Use information and communication technology	LEARNING OBJECTIVES <u>Knowledge</u> <ul style="list-style-type: none"> • Definition of concepts: objectives; pedagogy; learning objective; goal; aim; intention. • Types of learning objectives and their importance: general objective; learning objective; intermediary objective; specific objective; integration objective; operational objective; etc.) • Levels where and when the various objectives are formulated • Constituent elements to consider when formulating an specific objective • Quality and characteristics of a specific objective • Case study on the use of a specific objective • Importance of a specific objective for teaching-learning activities and evaluation 	
	LESSON PREPARATION <u>Knowledge</u>	

COMPETENCES/ELEMENTS OF COMPETENCE	CONTENT	DURATION (H)
	<ul style="list-style-type: none"> • Definition of concepts : preparation; lesson ; lesson preparation • Types of lesson preparations: long term preparation; • Stages in lesson preparation: stages for theoretical lesson preparation, stages for practical lesson preparation • Definition and explanation of different types of lessons: model lesson; collective lesson; theoretical lesson; practical lesson; • Qualities of a well prepared lesson • Importance of lesson preparation 	
	<p>EVALUATION OF A LESSON</p> <p><u>Knowledge</u></p> <ul style="list-style-type: none"> • Definition of concepts : evaluation ; docimology, measure; judgment; item • Importance of evaluation • Types of evaluation: prognostic, diagnostic, formative, summative and certificated evaluations. • Forms of evaluation: oral, written, practical evaluation • Evaluation criteria: minimal criteria; • Domains in evaluation and taxonomy levels: cognitive, affective and psychomotor domains; • Evaluation tools: tests; assignments; questions; exposes; exercises; etc. 	

SUBJECT : Psycho pedagogy
LEVEL : 3

Weekly time allocation: 2hours
 Minimum annual time allocation : 44hours

COMPETENCES :

This subject contributes to acquisitions of the following competences:

- Organise classroom work
- Conceive and implement teaching
- Use the teaching language
- Evaluate students' work
- Use information and communication technology

COMPETENCES/ELEMENTS OF COMPETENCE	CONTENT	DURATION (H)
Organise classroom work Conceive and implement teaching Use the teaching language Evaluate students' work Use information and communication technology	EXPLICIT TEACHING <u>Knowledge</u> <ul style="list-style-type: none"> • Definition of concepts : teaching ; explicit ; explicit teaching; teacher influence; effective school; effective teacher • Teaching-learning strategies • Principle of Explicit teaching • The functioning of Explicit teaching: PIC model 	
	TEACHING-LEARNING STRATEGIES (PIC MODEL) <u>Knowledge</u> <ul style="list-style-type: none"> • <u>Preparatory strategies</u> • <u>Interaction strategies</u> • <u>Consolidation strategies</u> 	
	CLASSROOM MANAGEMENT STRATEGIES (PIC MODEL) <u>Knowledge</u> <ul style="list-style-type: none"> • Research on behaviour management • Preventive strategies • Remedial strategies 	
	PEDAGOGIC FORMS <u>Knowledge</u> <ul style="list-style-type: none"> • Definition of concepts : Forms, pedagogic Forms • Pedagogic Forms: mother form, procedure form, implantation form, practical activity launching form (definition and explanation) ; • Identification of the various pedagogic forms ; • Importance of pedagogic forms for teaching – learning process; • Filling-in of the various pedagogic forms. 	
	STAGES OF AN EXPLICIT LESSON <u>Knowledge</u> Introduction (obtain attention and review previous knowledge); Systematisation (modeling, guided practice, autonomous practice) Conclusion (closing of the lesson and consolidation)	

Subject : DEONTOLOGY AND PROFESSIONAL ETHICS	Weekly time allocation : 2hours
LEVEL : 1	Minimum annual time allocation : 44hours

COMPETENCES :

This course contributes to the acquisition of the following competences:

- Conceive and implement teaching
- Participate in the school project and cooperate with the education community

Competence/components of competence	Content	DURATION (H)
Conceive and implement teaching Participate in the school project and cooperate with the education community	GENERAL INTRODUCTION <u>Knowledge :</u> <ul style="list-style-type: none"> • Definition of concepts: ethics ; deontology; moral; professional ethics • Domain and objective of Professional moral and ethics • Importance of Professional moral and ethics in the training of a student teacher • Differences between ethics and deontology • Differences between ethics and moral 	
	VOCATION <u>Knowledge :</u> <ul style="list-style-type: none"> • Definition of the concept vocation • Goal and importance of vocation in teaching Elements of vocation <ul style="list-style-type: none"> • Elements of lack of vocation • Difference between profession and vocation • Discussion on the functions of a teacher 	
	THE DUTIES OF A TEACHER <u>Knowledge :</u> <ul style="list-style-type: none"> • Definition of concepts: teacher; attribution; duty; duties of a teacher. • Definition and explanation of some duties of a teacher: teach; communicate; educate; analyse; regulate; learn. • Integrate all the above mentioned duties in classroom practices in consideration to contemporal challenges (fight against corruption, sexual harassment) using: <ol style="list-style-type: none"> i) Simulations ii) Role play iii) Case study 	
	RULES AND REGULATIONS OF A SCHOOL <u>Knowledge:</u> <ul style="list-style-type: none"> • Definition of concepts: school legislation, rules and regulations, school • Importance of rules and regulations in a school • The main points of the rules and regulations of a school 	
	RIGHTS AND DUTIES OF A TEACHER <u>Knowledge:</u> <ul style="list-style-type: none"> • Definition of concepts: rights, duties, teacher • The main rights of a teacher • The main duties of a teacher • Normative principles in his/her daily attitude • Humility; honesty; open mindedness, abnegation; devotion; and abnegation/self sacrifice. 	

Subject: Deontology and professional ethics
LEVEL : 2

Weekly time allocation : 1hour
 Minimum annual time allocation : 22hours

COMPETENCES :

This course contributes to the acquisition of the following competences:

- Conceive and implement teaching
- Participate in the school project and cooperate with the education community

Competence/components of competence	Content	Duration (H)
Conceive and implement teaching Participate in the school project and cooperate with the education community	GENERAL INTRODUCTION <u>Knowledge :</u> <ul style="list-style-type: none"> • Definition of concepts: conscience; psychological conscience; moral conscience; professional conscience • Interest and importance of professional conscience • Elements of professional conscience • Elements of professional conscience • Definition of concepts: quality; teacher; qualities of a teacher • Qualities of a teacher: physical qualities; intellectual qualities; moral qualities; technical and professional qualities • Teacher's image and his/her personality 	
	AUTOREGULATION / SELF CONTROL <u>Knowledge :</u> <ul style="list-style-type: none"> • Definition the concept of autoregulation / self control • Importance of self control to a teacher • Principles of self control (definition, explanation and illustration): retroaction, reaction; pro-action; feedback; self evaluation; self training; remedy; regulation. • Insertion and illustration of all the above mentioned principles in ones teaching practices in order to improve • Documentary research • Simulation situations • Role plays • Case study 	
	ORGANISATION AND FUNCTIONING OF A SECONDARY SCHOOL <u>Knowledge :</u> <ul style="list-style-type: none"> • Definition of concepts: organization; functioning; school; Secondary school • Organizational chart of a Technical Teacher Training College (T.T.T.C.) : services, bureaus and attributions • Organizational chart of a Government Technical College (G.T.C.) : services, bureaus and attributions • Organizational chart of a Government Technical high school (G.T.H.S.) : services, bureaus and attributions • Organizational chart of MINESEC (organs and attributions) 	
	THE LEGAL FRAMEWORK FOR THE PROMOTION OF EDUCATION <u>Knowledge :</u> <ul style="list-style-type: none"> • Definition of concepts: right; law; order; decree; legislative texts; regulatory texts • <u>Hierarchy considerations</u> • <u>Formal parallelism</u> • <u>Regulatory and legislative texts on education in Cameroon</u> • <u>The Orientation Law on Education in Cameroon of 1998 (study of law)</u> 	

Subject : Deontology and professional ethics	Weekly time allocation : 1hour
LEVEL : 3	Minimum annual time allocation : 22 hours

COMPETENCES :

This course contributes to the acquisition of the following competences:

- Conceive and implement teaching
- Participate in the school project and cooperate with the education community

COMPETENCE/COMPONENTS OF COMPETENCE	CONTENT	DURATION (H)
<p>Conceive and implement teaching</p> <p>Participate in the school project and cooperate with the education community</p>	<p>GENERAL INTRODUCTION</p> <p><u>Knowledge :</u></p> <ul style="list-style-type: none"> • Definition of concepts: ethics ; deontology; moral; professional ethics • Domain and objective of Professional moral and ethics • Importance of Professional moral and ethics in the training of a student teacher • Differences between ethics and deontology • Differences between ethics and moral 	
	<p>VOCATION</p> <p><u>Knowledge :</u></p> <ul style="list-style-type: none"> • Definition of the concept vocation • Goal and importance of vocation in teaching • Elements of vocation • Elements of the lack of vocation • Difference between profession and vocation • Function of a teacher 	
	<p>THE DUTIES OF A TEACHER</p> <p><u>Knowledge :</u></p> <ul style="list-style-type: none"> • Definition of concepts: teacher; attribution; duty; duties of a teacher. • Define and explain some duties of a teacher: teach; communicate; educate; analyse; regulate; learn. • Integrate all the above mentioned duties in classroom practices in consideration to contemporary challenges (fight against corruption, sexual harassment) • Simulations • Role play 	
	<p>RULES AND REGULATIONS OF A SCHOOL</p> <p><u>Knowledge:</u></p> <ul style="list-style-type: none"> • Definition of concepts: school legislation, rules and regulations, school • Importance of rules and regulations in a school • The main points of the rules and regulations 	

COMPETENCE/COMPONENTS OF COMPETENCE	CONTENT	DURATION (H)
	of a school	
	RIGHTS AND DUTIES OF A TEACHER <u>Knowledge:</u> <ul style="list-style-type: none"> • Definition of concepts: rights, duties, teacher • The main rights of a teacher • The main duties of a teacher • Normative principles in his/her daily attitude • Humility; honesty; open mindedness, abnegation; devotion; and abnegation 	
	PROFESSIONAL CONSCIENCE <ul style="list-style-type: none"> • Definition of concepts: conscience; psychological conscience; moral conscience; professional conscience • Interest and importance of professional conscience • Elements/indicators/manifestations of professional conscience / conscientiousness • Elements/indicators/manifestations of professional unconsciousness • Factors that hinder professional consciousness/conscience 	
	QUALITIES OF A TEACHER <ul style="list-style-type: none"> • Definition of concepts: quality; teacher; qualities of a teacher • Qualities of a teacher: physical qualities; intellectual qualities; moral qualities; technical and professional qualities • Teacher's image and his/her personality 	
	<u>AUTOREGULATION / SELF CONTROL</u> <u>Knowledge :</u> <ul style="list-style-type: none"> • Definition the concept of autoregulation / self control • Importance of self control to a teacher • Principles of self control (definition, explanation and illustration): retroaction, reaction; proaction; feedback; self evaluation; self training; remedy; regulation. • Insertion and illustration of all the above mentioned principles in ones teaching practices in order to improve • Documentary research • Simulation situations • Role plays • Case study 	
	ORGANISATION AND FUNCTIONING OF A SECONDARY SCHOOL <u>Knowledge :</u>	

COMPETENCE/COMPONENTS OF COMPETENCE	CONTENT	DURATION (H)
	<ul style="list-style-type: none"> • Definition of concepts: organization; functioning; school; Secondary school • Organizational chart of a Technical Teacher Training College (T.T.T.C.) : services, bureaus and attributions • Organizational chart of a Government Technical College (G.T.C.) : services, bureaus and attributions • Organizational chart of a Government Technical high school (G.T.H.S.) : services, bureaus and attributions • Organizational chart of MINESEC (organs and attributions) • Line authorities • Curricular and co curricular activities 	
	<p><u>THE LEGAL FRAMEWORK FOR THE PROMOTION OF EDUCATION</u></p> <p><u>Knowledge :</u></p> <ul style="list-style-type: none"> • Definition of concepts: right; law; order; decree; legislative texts; regulatory texts • Hierarchy considerations • Formal parallelism • Regulatory and legislative texts on education in Cameroon • The Orientation Law on Education in Cameroon of 1998 (study of law) 	

Discipline : FRANCAIS
Première année

Horaire hebdomadaire : 03 h
Horaire annuel : 66 h

ACTIVITES	COMPETENCES	DOMAINES	SAVOIRS ASSOCIES
1. Communiquer 2. Conduire une activité	C1. Collecter et classer des informations	1. Réception orale	1. Stratégie d'écoute 2. Débat, exposé, compte rendu oral, rapport, etc.
	C2. Donner / Respecter des consignes C3. Lire un mode d'emploi, un schéma, une notice, etc. C4. Critiquer, corriger une réalisation C5. Programmer et suivre une activité	2. Réception écrite	3. Prise de notes (consécutives à l'écoute, à la lecture) 4. Divers types de textes : - texte injonctif - texte argumentatif - texte descriptif - texte narratif - texte informatif - textes fonctionnels (plan, mode d'emploi, patron, notice, etc.)
3. Enseigner	C6. Respecter l'éthique professionnelle C7. Participer à la vie de l'établissement	3. Production écrite	5. Exercices écrits : - compte rendu - résumé - analyse - dissertation - demande de stage - requête - demande d'autorisation d'absence
		4. Production orale	6. Stratégie de prise de parole 7. Commentaire de l'image, débat, compte rendu oral, rapport, etc.
		5. Outils de la langue	8. Connecteurs logiques 9. Indices spatio temporels 10. Communication verbale/communication non verbale 11. Phrase simple / phrase complexe 12. Expression de l'injonction : infinitif/ impératif 13. Registres de langue

Cadrage pour le choix de l'œuvre littéraire

Toute l'année	Observations
Un roman camerounais	Le choix de l'œuvre tiendra compte de la qualité de la langue et de l'éthique.

Discipline : FRANCAIS
Deuxième année

Horaire hebdomadaire : 02 h
Horaire annuel : 44 h

ACTIVITES	COMPETENCES	DOMAINES	SAVOIRS ASSOCIES
1. Communiquer 2. Conduire une activité	C1. Collecter et classer des informations C2. Donner / Respecter des consignes C3. Lire un mode d'emploi, un schéma, une notice, etc. C4. Critiquer, corriger une réalisation C5. Programmer et suivre une activité	1. Réception orale	1. Stratégie d'écoute 2. Débat, exposé, compte rendu oral, rapport, etc.
		2. Réception écrite	3. Prise de notes (consécutives à l'écoute, à la lecture) 4. Divers types de textes : - texte injonctif - texte argumentatif - texte descriptif - texte narratif - texte informatif - textes fonctionnels (plan, mode d'emploi, patron, notice, etc.)
3. Enseigner	C6. Respecter l'éthique professionnelle C7. Participer à la vie de l'établissement	3. Production écrite	5. Exercices écrits : - compte rendu - résumé - analyse - dissertation - rapport - curriculum vitae - demande d'emploi - demande d'explication
		4. Production orale	6. Stratégie de prise de parole 7. Commentaire de l'image, débat, compte rendu oral, rapport, etc.
		5. Outils de la langue	8. Ponctuation 9. Dénotation / connotation 10. Communication par l'image 11. coordination / juxtaposition, subordination 12. Expression de l'injonction : subjonctif / indicatif 13. lexique spécialisé / lexique commun

Cadrage pour le choix de l'œuvre littéraire

Toute l'année	Observations
Un roman africain non camerounais	Le choix de l'œuvre tiendra compte de la qualité de la langue et de l'éthique.

Discipline : FRANCAIS
Troisième année

Horaire hebdomadaire : 02 h
Horaire annuel : 44 h

ACTIVITES	COMPETENCES	DOMAINES	SAVOIRS ASSOCIES
1. Communiquer 2. Conduire une activité	C1. Collecter et classer des informations	1. Réception orale	1. Stratégie d'écoute 2. Débat, exposé, compte rendu oral, rapport, etc.
	C2. donner / Respecter des consignes C3. Lire un mode d'emploi, un schéma, une notice, etc. C4. Critiquer, corriger une réalisation C5. Programmer et suivre une activité	2. Réception écrite	3. Prise de notes (consécutives à l'écoute, à la lecture) 4. Divers types de textes : - texte injonctif - texte argumentatif - texte descriptif - texte narratif - texte informatif - textes fonctionnels (plan, mode d'emploi, patron, notice, etc.)
3. Enseigner	C6. Respecter l'éthique professionnelle C7. Participer à la vie de l'établissement	3. Production écrite	5. Exercices écrits : - compte rendu - résumé - analyse - dissertation - rapport de stage - lettre de motivation - demande d'emploi - curriculum vitae
		4. Production orale	6. Stratégie de prise de parole 7. Commentaire de l'image, débat, compte rendu oral, rapport, etc.
		5. Outils de la langue	8. Emetteur / récepteur 9. Figures de style : figures d'analogie, figures d'opposition (oxymore, antithèse) 10. Communication par l'image 11. Contenus latents et manifestes 12. Injonction extra verbale (sans verbe) 13. Liaisons dans la phrase et dans le texte 14. Champ lexical / champ sémantique

Cadrage pour le choix de l'œuvre littéraire

Toute l'année	Observations
Un pièce théâtrale africaine	Le choix de l'œuvre tiendra compte de la qualité de la langue et de l'éthique.

L'apprentissage du français ne peut se faire, de manière efficiente, qu'avec l'accompagnement d'une initiation bien mesurée à la littérature. Celle-ci est, en effet, un moyen de passer les outils de la langue et les éléments du patrimoine culturel. D'où l'intérêt de l'étude de l'œuvre intégrale. Le cadrage suivant guidera le choix des œuvres à étudier :

Première année : un roman camerounais bien écrit et respectueux de l'éthique.

Deuxième année : une œuvre romanesque africaine non camerounaise.

Troisième année : une œuvre théâtrale africaine.

METHODES D'ENSEIGNEMENT/APPRENTISSAGE

Les apprentissages sont sanctionnés par divers types d'exercices écrits : résumé de texte, synthèse de documents, écrits à caractère socioprofessionnel, dissertation. Les démarches d'enseignement/apprentissage sont précisées dans les lignes ci-après. Les exercices ne sont pas proposés au choix. Un seul de ces exercices est proposé dans le cadre d'une évaluation. D'où la nécessité de les pratiquer tout le long de l'année.

ENSEIGNEMENT DE L'ANALYSE ET DU RESUME

Définition :

Le résumé ou l'analyse repose sur un texte argumentatif de 450 à 500 mots portant sur des problèmes d'ordre général (sport, culture, sciences, art, paix, éducation, condition de la femme, tourisme...). Il s'agit, pour l'apprenant, de donner une version condensée, reformulée du texte à résumer ou à analyser :

La rédaction est différente selon qu'il s'agit du résumé ou de l'analyse :

Elle est différente selon s'agit de l'analyse ou du résumé.

- 1) Le résumé : il est une version réduite, fidèle du texte initial. Il suit l'ordre des idées, ressort les liens logiques d'articulation tout en respectant le système d'énonciation.
- 2) L'analyse commande la fidélité au texte. Elle autorise cependant la modification de l'ordre des idées (mais avec mise en évidence des liens logiques explicites) et du système d'énonciation qui place l'apprenant à une distance objective excluant tout commentaire ou jugement. Les expressions du genre : « l'auteur dit que... » ; « ... affirme que... » ; « ... conclut que ... » sont recommandées.

Le libellé de ces exercices doit comporter des précisions relatives à la longueur, soit $\frac{1}{4}$ pour le résumé et $\frac{1}{3}$ pour l'analyse avec une marge autorisée de plus ou moins 10% et l'obligation de mentionner le nombre de mots utilisés à la fin du travail.

Objectifs :

Le résumé et l'analyse sont des exercices écrits dont la finalité est de cultiver l'esprit de concision, de synthèse, l'aptitude à la reformulation et à la rédaction personnelle chez l'apprenant.

Les activités d'apprentissage, dans le cadre de ces deux exercices, seront progressives et pratiques. Elles viseront ainsi un certain nombre de savoirs et de savoir faire.

Le professeur, dans la conduite des apprentissages, mènera ses apprenants à :

- lire attentivement un texte ;
- définir le thème et la thèse de ce texte ;
- identifier et à hiérarchiser les idées directrices, les arguments et les différents types d'exemples employés ;
- rédiger en des termes personnels.

Compétences attendues

Les exercices de résumé et d'analyse invitent l'apprenant à une appropriation, une restitution concise d'un texte en employant ses propres termes. A cet effet, il est appelé à utiliser un certain nombre d'outils de la langue qui l'aideront à réduire ce texte soit par l'analyse, soit par le résumé.

Démarche

L'enseignement / apprentissage du résumé et de l'analyse se fait suivant les étapes suivantes :

- 1) lecture du texte ;
- 2) définition du thème ;
- 3) formulation de la thèse ;
- 4) repérage des idées : idée directrice (ID), idées secondaires (IS), idées exemples (IE) ;
- 5) rédaction.

Le résumé est une production qui réduit le texte au quart de sa longueur. Il respecte l'ordre des idées et le système d'énonciation.

Pour ce qui est de l'analyse, le texte est réduit au tiers de sa longueur. L'apprenant ne suit pas l'ordre des idées, mais il réorganise sa production dans le respect stricte de la structure logique du texte en se fondant sur les connecteurs logiques.

LES ECRITS A CARACTERE SOCIO-PROFESSIONNEL

I- TYPES D'ECRITS PAR NIVEAU D'ETUDE

1- ENIET I :

- la requête ;
- la demande d'autorisation d'absence;
- la demande de stage.

2- ENIET II :

- la demande d'explication ;
- la réponse à une demande d'explication ;
- le curriculum vitae.

3- ENIET III

- la lettre de motivation ;
- la demande d'emploi ;
- la demande de stage.

Les écrits à caractère socio-professionnel sont des exercices dont le but est d'apprendre aux élèves- maîtres comment formuler par écrit les informations destinées à la hiérarchie, aux collaborateurs ou au public, dans le cadre du service. Ces exercices obéissent à la fois à un canevas et à un style que l'enseignant doit aider l'élève- maître à maîtriser.

DISSERTATION

L'exercice de dissertation porte sur un problème d'ordre général. Cet exercice invite l'élève à une réflexion personnelle, à une appréciation motivée fondée sur ses souvenirs de lecture, son expérience de situations concrètes observées ou vécues.

Le sujet de dissertation permet ainsi d'apprécier la culture de l'apprenant, ses capacités de compréhension, d'organisation et de maîtrise de l'expression écrite.

DEMARCHE

L'enseignement / apprentissage de la dissertation se fera selon les étapes suivantes :

- 1) Analyse du sujet ;
- 2) Formulation du problème ;
- 3) Elaboration du plan ;
- 4) Rédaction.

II. DISPOSITIF D'EVALUATION

L'épreuve de français consiste en une exploitation d'un texte de culture générale de 450 à 500 mots comportant quatre parties :

- 1) Compréhension de texte (questions sur le texte) : 4 points ;
- 2) Maniement de la la langue (questions portant sur la communication, la sémantique, la morphosyntaxe et la stylistique) : 4 points.
- 3) Esprit de synthèse (résumé ou analyse portant sur une portion de texte) : 6 points ;
- 4) Essai de 350 à 400 mots (le sujet porte sur un problème tiré du texte) : 6 points.

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