

Tata Institute of Social Sciences- School of Vocational Education

Certificate in Administration Management

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1. Introduction

In December 2011, Tata Institute of Social Sciences set up the **School of Vocational Education (SVE)** to provide immediate and definite interventions to improve the lives of the disadvantaged and marginalized youth, especially who are excluded by the formal school education system, through appropriate vocational training programmes. It has been set up with a vision of creating an ecosystem that would bring back the dignity of labour for blue collar streams of work and create sustainable sources of income. This project has been initiated under the aegis of **All India Council for Technical Education (AICTE)** proposed by the **Ministry of HRD, Government of India**.

In addition to the B.Voc programs TISS:SVE will be conducting short term programs to cater to the skill enhancement requirements. These programs will focus on imparting and upgrading the skill and knowledge of individuals who are already part of the workforce. Thereby providing opportunities to individuals of enhance their employability and growth prospectus.

1.1 Key Features:

Introduction and Course Objectives:

One of the key functions in organisations is the administration of facilities. Most organisations big & small have some or the other admin manager/ executive who handles varied functions of security management, facilities management, transport management, travel & hotel bookings, keeping track of fixed assets of the company etc. However there is hardly any structured course/training to learn these skills and most are learnt on the job.

This program aims to provide the candidate the end to end understanding of the administration function. This will result in providing to the industry candidates who will be subject matter experts and will be able to manage day to day administration of their facilities.

1.2. Eligibility for Admission

- Fresh Graduates
- Jr. working professional from admin, security, facilities and HR function
- Graduates with 1 -2 years of work experience looking at career opportunities in admin management.

1.3. Employability

This program will provide for employment opportunities to candidates in all big, medium and small firms.

2. Course Structure

The course in Admin Management will cover 120 hours of classroom training and 30 hours of project work and testing. Internship in organisations is recommended wherever possible.

3. Examination and Assessment

Students will be assessed on project work and a written examination that will be conducted at the end of the course

Syllabus for Course in Admin Management

Introduction:

The gamut of activities in which an admin manger is involved depends on various factors, be it the size and speard of the organisation or the kind of business it is involved in. This course shall broadly cover most aspects that any admin person may have to deal with.

Main Concepts:

1. Management of facilities & Security
2. Asset Management
3. Statutory compliances
4. Vendor management
5. Procurement/Negotiations
6. Concierge Services
7. Front Office Management

Learning Objectives:

- Be able to appoint and monitor vendors for security & facility management.
- Will be able to understand & negotiate terms of contracts with various vendors
- Be able to mange cost effective concierge service to the company staff
- Will be able to list out all the statutory compliance requirements
- Generate the returns for statutory compliances & assist in conduct of audits
- Will be able to account for and maintain all fixed assets of the office/organisation

Course Content:

- Security Management
 1. PSARA Act
 2. Attendance & billing
 3. Contract terms & conditions
- Facilities Management
 1. Equipments required for cleaning
 2. Managing/accounting for consumables
 3. Monitoring of performance
 4. Contract terms & conditions
- Statutory compliances

1. Shops & establishment act
2. Signages
- Fire safety
 1. Fire safety audit/requirements
 2. Fire safety drills
 3. Fires safety equipment- Use & maintenance
- Asset Management
 1. Classification of assets
 2. Asset registers
 3. Concept of depreciation/write-off
 4. Asset transfers/disposal
- Concierge Services
 1. Travel Bookings (Bus/rail/air)
 2. Hotel bookings
 3. Local transport
 4. Bouquets/corporate gifts/movie tickets/bill pay etc
- Procurement
 1. Purchase of consumables & its accounting (stationery etc)
 2. Negotiation skills
- Vendor management (Service contracts)
 1. Printers
 2. Fax machines
 3. Air –conditioners
 4. Coffee machines
- Front Office Management
 1. Handling tele - exchange
 2. Front office up-keep

Method of Teaching:

Classroom interactive session and Practical sessions

Method of Assessment & Weightage:

Assessment Tasks: Written Exam & project assignments

Weightage: 100%

Reading Lists & References

Essential Reading - Handouts