

COURSE TITLE	MANAGING OPERATIONS
COURSE AIM	Time management and decision-making skills should be included in the skill inventory of the small business owner. He must also inevitably execute administrative tasks and as a result must be familiar with administrative procedures and the availability of IT system that facilitates such procedures. Productivity and quality management will be treated in this module in addition to the aforementioned subject areas.
COURSE CONTENTS	<ol style="list-style-type: none"> 1. Problem solving and decision making 2. Customer care and quality of service 3. Business correspondence/mail handling 4. Time management 5. Information System and Technology in small firms 6. Health and safety 7. Productivity rates and their monitoring
DURATION	30 hours
SCHEDULE	Twice a week, 5.30pm to 8.30pm.
VENUE	At the ETC Training Complex in Hal Far.
INTENDED FOR	Owners / Managers who are literate and numerate and aged 16 and over.
FEE	Nil
CERTIFICATION	The Institute will award Certificates to candidates who pass a final examination set by the Institute.

