MC-SDC Annex 3-2.2024-7.2

Certificate Course
Certificate in Administrative Skills Development of University Administrative Staff (CASD)
Developed by
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This program is developed to enhance the administrative skills of the university administrative staff and improve service quality across all stakeholders: academic staff, students, internal sections, and external parties. This program combines three (03) levels to address the core administrative skills with university-specific service-oriented modules.

Intended Learning Outcomes	1. Apply enhanced administrative skills to improve university operations. Participants will be able to demonstrate how they can use their knowledge to improve efficiency and effectiveness in their administrative roles. This could involve streamlining processes, improving communication, or better managing resources. 2. Deliver quality service to all university stakeholders. Participants will be able to identify the needs of different stakeholders (academic staff, students, internal sections, and external parties) and tailor their service delivery using emerging technologies. 3. Demonstrate ability to cope with positive and professional university environment. Participants will be able to contribute to a more positive and professional work environment for everyone at the university.
Duration	• Six (6) Months
Delivery Methods	• In-person lectures, workshops, online sessions, mentoring, etc.
Assessment	• The CASD Program completion will be evaluated through a final portfolio assessment.
Awarding Certificates	• Upon successful completion, participants will receive a credential of CASD.
Structure and Content	• The program is structured into three levels with 15 modules. a) Level 1: Foundation (2 Months): Focuses on Building Core Competencies b) Level 2: Specialized Skill Development (3 months): Focuses on Enhancing Specific Administrative Skills c) Level 3: Application and Integration (1 Month): Focuses on Learning Reflection. See Table 1 and Table 2 for the details of the levels and modules.

Table 1: Program Structure, and Modules

Level and Duration	Module Code	Module Title
Level 1: Foundation Focus: Building Core Competencies Duration: 2 Months	CASD 01	University Regulations & Procedures
	CASD 02	Communication Skills
	CASD 03	Customer Service Excellence
	CASD 04	Diversity & Inclusion in the Workplace
	CASD 05	Passion in Your Career and Organization
Level 2: Specialized Skill Development Focus: Enhancing Specific Administrative Skills Duration: 3 Months	CASD 06	Priority Management & Organization
	CASD 07	Project Management
	CASD 08	Data Management & Reporting
	CASD 09	Basics of Financial Fitness for Organizations
	CASD 10	Procurement Management
	CASD 11	Excellence Through Quality Improvements
Level 3: Application and Integration Focus: Learning Reflection Duration: 1 Month	CASD 12	Peer Learning
	CASD 13	Job Shadowing
	CASD 14	Mentorship Program
	CASD 15	Learning Reflection- Submission of Portfolio

Table 2: Program Module Contents

Level	Module Code and Title	Module Objective
Level 1: Foundation Modules	CASD 01 University Regulations & Procedures	This module is developed to equip the administrative staff with the essential knowledge of the University Structure and governance, regulations, and procedures of the University of Ruhuna.
	CASD 02 Communication Skills	This module is developed to equip the participants with the essential tools and techniques for effective communication, within their teams, across the organization, and external parties.
	CASD 03 Customer Service Excellence	This module is developed to equip the participants with the essential skills and techniques to deliver exceptional customer service to internal and external customers.
	CASD 04 Diversity & Inclusion in the Workplace	This module is developed to explore the importance of diversity and inclusion (D&I) in the workplace and equip the participants with the knowledge and skills to create a more welcoming and equitable environment for everyone.
	CASD 05 Passion in Your Career and Organization	This module is designed to explore strategies to cultivate a passion for administrative officers' work and develop a sense of belonging within the university.
Level 2: Specialized Skill Development Modules	CASD 06 Priority Management & Organization	This module is developed to equip participants with the essential tools and techniques to conquer their to-do lists, increase productivity, and achieve their goals.
	CASD 07 Project Management	This module is designed to provide a foundational understanding of project management principles and practices.
	CASD 08 Data Management & Reporting	This module is developed to empower the participants with the essential skills for effective data management and reporting.

	CASD 09 Basics of Financial Fitness for Organizations	This module is developed to equip the participants with the core principles and practices of financial management in an organization.
	CASD 10 Procurement Management	This module is developed to delve into the essential steps and best practices of procurement management in an organization.
	CASD 11 Excellence Through Quality Improvements	This module is developed to equip the participants with the knowledge and tools to explore the core principles of quality, analyze frameworks for improvement, and develop practical skills to implement effective change.
Level 3: Application and Integration Modules	CASD 12 Peer Learning	Group discussions on work challenges, decision-making, and sharing best practices.
	CASD 13 Job Shadowing	Allowing participants to observe experienced staff in different departments
	CASD 14 Mentorship Program	Participants are paired with experienced mentors for ongoing support and guidance. Mentors provide feedback on the application of skills in the workplace and will assist in identifying and setting professional development goals
	CASD 15 Learning Reflection: Submission of Portfolio	Submission of a portfolio to reflect the application of learned skills to real-life university scenarios and enhanced continued learning for personal and skill development.