



**Studying Office Management at  
K.H. Kempen University College  
Geel - Belgium**

**International students programme guide  
2010-2011**

## **1. Course objectives**

This brochure provides more information for international students about the Office Management degree programme organised by KH Kempen University College Geel, Belgium. The college in Geel is associated with the University of Leuven and has a wide network of European partner institutions.

Office Management (OM) is a three-year professional bachelor degree programme which prepares students for a wide range of management support functions in business. It comprises a taught programme in term one, when you will study along with Belgian final year OM students and a placement as well as portfolio project in term two. You can opt either for a full academic year (60 ECTS) or for the first or second term (30 ECTS each). The first term runs from 15 September 2010 to 4 February 2011 and the second term from 7 February 2011 to 30 June 2011.

The aim of this programme is to provide you with practical business and language knowledge and a range of skills that will equip you well for future professional business life in management support. After completing this course, you should be able to be all-round, multilingual, communicative and business minded. Moreover, you will know exactly how to run an office and you can adopt a professional attitude in business situations.

By offering a placement in the second term in a multinational company, an SME or a public sector organisation, we try to give you the experience of what it actually means to be working in a corporate environment and we try to guide you as much as possible in this learning process.

The taught programme in the first semester consists of the following modules, each of which accounts for a number of ECTS credits.

- Business communication
- Introduction to business economics
- Information technology
- Corporate social responsibility
- Self management

Further in this brochure you will find information on the courses the programme offers, on the work placement and on how to apply for admission.

## 2. Overview full programme

### Term 1: taught programme

<b>OFFICE MANAGEMENT, term 1</b>		
<b>SUBJECT</b>	<b>COURSE</b>	<b>ECTS credits 30</b>
Self Management	Developing OM Competences (portfolio)	3
English	Business English	5
French / German	Business French or Business German	5
Managing the Office	Virtual Enterprises	5
	Business Projects	
International Trade	International Trade and Entrepreneurship	6
Corporate Social Responsibility	Sustainability in Business	3
Information Technology	ICT/Business Intelligence	3

### Term 2: supervised

<b>OFFICE MANAGEMENT, term 2</b>		
<b>SUBJECT</b>	<b>COURSE</b>	<b>ECTS credits 30</b>
Portfolio	Final Paper Portfolio Presentation	4
Work Placement	Work Placement	20
Corporate Social Responsibility	Business Ethics	3
Option Course	Option Course	3

### **3. Course descriptions**

In this section you will find information on the objectives, course contents and assessment of the Office Management courses.

#### **Self Management: Developing OM Competences (portfolio)**

In this course we will help you think about what competences office managers and management assistants have to acquire. Competences are defined as “the whole of knowledge, insights, skills and attitudes which a professional uses in various professional situations to act in a well considered and critical way” (Cuyvers, G. 2009. Met een dubbele lus).

There is a set list with technical skills, language skills and ICT skills. Besides that we will work on your business insight and on soft skills and attitudes. To what extent do you show stamina and enthusiasm? Do you work meticulously and are you flexible at the same time? Will you be able to show discretion and can you be diplomatic when this is required? We will help you reflect on this in a personal development portfolio. We will show you how you can benefit from the courses and projects organised to develop your weak points.

*Assessment: continuous assessment and portfolio presentation*

#### **Business English**

The course consolidates grammar and teaches the grammar of the text. Business vocabulary is taught via texts and audio-visual materials. Students also expand their business vocabulary independently in various reading assignments. Students read, analyse and discuss authentic texts and audio-visual material. They learn how to debate, participate in meetings, chair meetings and draw up minutes, write letters and write reports (both for business and academic purposes) and give presentations in which trends are described

*General competences to be developed in this course:*

- Skilfulness for logical thought and reasoning
- Acquiring and processing information

- Communicating effectively information, ideas, problems and solutions, both to experts and laymen

*Assessment:*

*Written and oral exam with an in tray exercise, continuous assessment. The course aims at a C1 level of the Common European Framework of Reference (CEFR).*

## **Business French / Business German**

*As a second foreign language you opt for either French or German.*

### **Business French**

After this course, you will be able to speak and write correctly in French in each situation and your business vocabulary will expand quickly. Business conversations and conversations about everyday life are held frequently and you will be able to apply grammar rules while you speak. Great importance is attached to discussing and expressing your own opinion in French. You will also gain insight into business texts, as you will analyse and discuss texts weekly.

*General competences to be developed in this course:*

- Skilfulness for logical thought and reasoning
- Acquiring and processing information
- Communicating effectively information, ideas, problems and solutions, both to experts and laymen

*Assessment:*

*Oral exam, continuous assessment. The course aims at a B2 level of CEFR.*

### **Business German**

As this course is aimed at completing your knowledge of German, it is an asset when you already know the basics of oral and written German. You will learn skills that are needed in everyday life and work situations. Group discussions and text analyses will help you develop the required competences. You will also have to prepare business trips and presentations.

*General competences to be developed in this course:*

- Skilfulness for logical thought and reasoning
- Acquiring and processing information
- Communicating effectively information, ideas, problems and solutions, both to experts and laymen

*Assessment:*

*Oral exam, continuous assessment. The course aims at a B1 level of CEFR.*

### **Virtual Enterprises & Business Projects**

Firm business reality is being simulated in this course. You work as an employee in a virtual enterprise in several divisions: sales, secretariat, accounting and purchasing. Our virtual enterprises are Essencia, which sells cosmetics and perfumes and Anywear, which sells jewellery to other virtual companies that are linked through a European network on the Internet called Europen ([www.europen.de](http://www.europen.de)).

These virtual enterprises provide a unique opportunity to get to know the real business world. You participate as a student in an international sales fair for practice firms where you have sales talks in several languages.

*General competences to be developed in this course:*

- Skilfulness for logical thought and reasoning
- Acquiring and processing information
- Communicating effectively information, ideas, problems and solutions, both to experts and laymen
- Reflecting critically
- Acting thematically and methodically in function of creative knowledge development
- Developing attitudes and soft skills
- Having the right mentality for lifelong learning

*Assessment: project based continuous assessment, portfolio presentation*

## **International Trade and Entrepreneurship**

You acquire theoretical and practical knowledge as you have to make an export plan in a team assignment for a true life company. This allows you to gain experience in a real-life situation. You will learn how to work efficiently in a team and how to delegate tasks.

*General competences to be developed in this course:*

- Skilfulness for logical thought and reasoning
- Acquiring and processing information
- Communicating effectively information, ideas, problems and solutions, both to experts and laymen
- Reflecting critically
- Acting thematically and methodically in function of creative knowledge development
- Leadership skills

*Assessment: project based continuous assessment*

## **Corporate Social Responsibility: Sustainability in Business**

Corporate Social Responsibility (CSR) is a concept in which companies integrate social and environmental concerns in their business operations and in their interaction with their stakeholders on a voluntary basis.

In this course, you will study through practical research how companies integrate sustainable development into their business strategies.

*General competences to be developed in this course:*

- Skilfulness for logical thought and reasoning
- Acquiring and processing information
- Communicating effectively information, ideas, problems and solutions, both to experts and laymen
- Reflecting critically

- Acting thematically and methodically in function of creative knowledge development
- Having the right mentality for lifelong learning

*Assessment: project based continuous assessment*

### **Information technology: Business Intelligence**

In this course you will learn what Business Intelligence is, its business relevance and why it is a key aspect of management reporting. You will discuss concepts like OLAP, data warehouses, data marts, data mining, enterprise performance management, scorecarding, dashboarding, executive information systems. You will learn state of the art and trends in BI.

More important is that you will gain the look and feel of it by using a BI tool. This will result in a project you will develop in a team.

Besides BI you will have an introduction in Business Process Management and use of BPMN. This will provide you with more detailed insight in business processes and you will use an "Open Source" tool to make BPMN diagrams. As a good office manager you will learn how to apply Lean and SixSigma in your company.

*Assessment: project based continuous assessment*

### **Final Paper Portfolio Presentation**

In this course you will be supervised to write out your personal development portfolio. You start from the Office Management competence list and discuss to what extent you have been able to acquire the skills required to become an office manager. You will have to show evidence to prove your claims concerning the levels you feel you have obtained. To do so, you can resort to the work and assignments you have had to do for various courses and to the feedback you were given by the lecturers. Your project work, your international experience and of course your company placement will prove essential for this.

You will also have to carry out a research project while you are at work during your company work placement. With the help of the AssistantPlus website you can select a topic that is relevant for office managers today in business and discuss how it is applied in your specific business. Examples are how a company deals with events, with internal

and external communication, its policies concerning expats and relocation, its reception work, etc. What you choose depends on your own interests and on the company you will have to work for. The idea is that you take a helicopter view on the topic and make suggestions for the way your specific company does things.

*Assessment: project based continuous assessment and viva*

### **Business Ethics: Perspectives on Religion and Meaning**

Essentially this course tries to improve the dialogue between the Christian faith and contemporary society, as seen in the context of a teaching course in a catholic university college. We also try to start from the idea that you communicate with people for what they are, from where they come and to what purpose they live their lives, as well as considering the fact that one cannot separate a professional career from the development of one's own identity. From that insight we regard looking for perspectives on religion and meaning as the very heart of our existence. Taking those life-encompassing questions seriously is in fact consolidating basic questions. What gives sense and meaning to my life? Why do I choose this or that profession? What gives sense and meaning to a particular choice I wish to make? The course on Perspectives on Religion and Meaning (PRM) is about students growing in spiritual strength and gradually learning about moral awareness.

We opted for offering PRM through a two-day training, filled with related workshops in which we want to show how Christian standards and values can be made visible in our present-day society. By means of testimonials we let the students reflect on the importance of living together in a respectful manner, in the context of a diversified society, giving sufficient attention to the theological foundations on which Christian traditions were built. After those two days you are asked to pick any theme from any workshop and reflect and deepen your views on it in the months to come. By June, you will be invited to talk with others about the insights you have gained in front of a jury.

*Assessment: project based continuous assessment and group viva*

#### **4. Course Prerequisites**

A sound business background is required to study this degree programme. You have to be in your second or preferably third year of a comparable degree programme. Your spoken and written English and French/German have to reach upper-intermediate level (minimally CEFR B2). Proven record of your level is required. You may have to do a diagnostic test upon arrival.

#### **5. Work Placement**

Next to attending courses you will be involved in a work placement in your field of study. You will work for a multinational company, an SME or a public organisation.

The language used is English or French and an advanced knowledge of one of these languages is required. The student is assigned a supervisor who will closely monitor the student. We work with companies in the Kempen region (Geel, Turnhout, Herentals, Mol, etc.), but some students are relocated to Antwerp or Brussels. Since students are registered as Kempen University College students, they will be insured while they are at work, also when they are at the company premises.

No remuneration is offered, neither for Belgian nor for international students. However, there may be some financial allowances for commuting costs.

#### **6. Project weeks**

In February there are three weeks of projects. There will be training on writing application letters and sitting job interviews. Furthermore, there are the international days: Some thirty international lecturers from across Europe will be teaching our final year students about their fields of study and about the importance of thinking internationally. You will have to make presentations about what you have learned from this international mini congress.

## 7. Academic year schedule

date		
13-9		Induction days
20-9	term 1	Course week 1
27-9		Course week 2
4-10		Course week 3
11-10		Course week 4
18-10		Course week 5
25-10		Course week 6
1-11		Mid term break
8-11		Course week 7
15-11		Course week 8
22-11		Course week 9
29-11		Course week 10
6-12		Course week 11
13-12		Course week 12
20-12		Course week 13
27-12		Christmas break
3-1		Christmas break
10-1		Study week
17-1		exams
24-1		exams
31-1		exams
7-2	term 2	Break
14-2		Project week 1
21-2		Project week 2
28-2		Project week 3
7-3		Placement week 1
14-3		Placement week 2
21-3		Placement week 3
28-3		Placement week 4
4-4		Placement week 5
11-4		Placement week 6
18-4		Placement week 7
25-4		Placement week 8
2-5		Placement week 9
9-5		Placement week 10
16-5		Placement week 11
23-5		Placement week 12
30-5		Portfolio work
6-6		Exams
13-6		Exams
20-6		Exams and portfolio presentation
27-6		Communication of results

## **8. Assessment**

Both the taught part and the work placement will be assessed with the following grading scale. Results will be sent to the international coordinator of the your home institution.

<b>ECTS grade</b>	<b>% of successful students normally achieving the grade</b>	<b>Definition</b>	<b>Local KHK grade out of 20</b>
A+		(Work of exceptional quality)	
A	10	EXCELLENT - outstanding performance with only minor errors	16
B	25	VERY GOOD - above the average standard but with some errors	15
C	30	GOOD - generally sound work with a number of notable errors	14
D	25	SATISFACTORY - fair but with significant shortcomings	13
E	10	SUFFICIENT - performance meets the minimum criteria	11
FX	-	FAIL - some more work required before the credit can be awarded	8
F	-	FAIL - considerable further work is required	5

## **9. Studying in Geel**

K.H. Kempen University College is situated in the Kempen, a dynamic region in the province of Antwerp in Flanders, the Dutch-speaking part of Belgium. It comprises eleven departments and has more than 6,400 students. The Business Studies Department has always been an impulse for regional development in the Kempen. It maintains excellent connections with business and industry of the Kempen region and beyond. More information on [www.khk.be](http://www.khk.be).

Geel is a small town (some 37,000 inhabitants), but it covers a fairly large area. It developed along the rivers Grote Nete and Kleine Nete. There are ten rural parishes and one urban centre where you can go shopping and have a drink in its numerous pubs. The city has a number of buildings of interest, which relate to a rich history. The rural area around Geel offers a lot to nature lovers: woods, sand dunes, a bird sanctuary and many beautiful walk and bicycle paths. Geel is also world-famous for its psychiatric hospital and its care for the mentally ill people.

Most Flemish people can speak English and are more than willing to help you when you ask for information!

## **10. Applications, registration and cost**


No tuition fees are charged for students the K.H. Kempen has a bilateral Erasmus or Life Long Learning contract with. However, you will have to cover some expenses for your course materials and occasional visits we do.

If you wish to apply for this degree programme, you first have to decide if you come for one term (30 ECTS) or a full academic year (60 ECTS). Make sure that you apply before 1 June 2010. You will receive a definite answer within two weeks.

To register please send the following documents to Mr Jurgen Basstanie (whose data you find below):

- an Erasmus application form
- a full CV (using this site: <http://europass.cedefop.eu.int/>)
- a covering letter (hard copy in duplicate and electronic version)
- two passport photos
- a copy of your passport
- a transcript of records and learning agreement
- Insurance and emergency card (third party and travel insurance needed)

Jurgen Basstanie (Mr)  
Course Leader Office Management  
Business Studies Department  
Katholieke Hogeschool Kempen, campus HIK GEEL  
Kleinhoefstraat 4  
B-2440 GEEL  
BELGIUM  
Tel. + 32 (0)14 56 23 10  
Fax + 32 (0)14 58 48 59  
E-mail: jurgen.basstanie@khk.be

 The number of participants is restricted to five international students to ensure optimal integration in the Belgian group.

### **11. Induction days 15-18 September 2010**

- International students are expected in Geel by Wednesday September 15th.
- An introduction to our campus facilities will be organised.
- All administration (KH Kempen student card, insurance and administrative paper check, PC network access, ..) will be arranged.
- Intensive "Survival Dutch" training will be given.
- There is a course with a business and economic view on Belgium.
- Regular classes start on Monday September 20th.

## 12. Career opportunities

The Office Management degree programme opens up a very wide range of career opportunities. The pyramid below gives you a clear overview of potential jobs.



### **13. Accommodation**

The college does not own any form of student accommodation, but it commits itself to finding accommodation for you with private landlords. It is important that you have accommodation arranged before arrival, so unless you tell us to do otherwise, we allocate rooms to you.

Flats and houses are usually shared with a group of people. Kitchen, toilets and showers are mostly shared. The rent ranges from 200 to 300 euros per month (bills included) depending on the location and the size of the room. Most rooms now have Internet connection, but supplements may have to be paid for it. You also pay a share of the community tax (the equivalent of half an academic year) and contribute in the fire insurance costs. There is usually a deposit of one-month rent.

Since Geel is a provincial town and since the college is just outside the city bypass, you are recommended to rent a bike from the college. The charge is 3 euros per week and a deposit of 50 euros has to be paid.

### **14. On arrival in Belgium**

If you come by plane you probably arrive at Brussels Airport or in Charleroi (Brussels South). There are direct train (or bus) connections from the airports to Brussels. Geel is about 1.5 hour travel from the airports. The best way of travelling is from BRUSSELS NORD to ANTWERPEN-BERCHEM. There you can change trains to the NEERPELT line, which calls at GEEL.

You are strongly advised to carry a visa or valid passport. You must register with the police within seven days of arrival. You have to bring three passport photographs, documentary evidence of sufficient financial support and a letter of admission (which you will get from the college upon arrival).

## **15. Campus facilities**

The campus does its utmost to make sure you will feel at ease.

- Cafeteria and restaurants

There is the possibility to eat at campus at very student-friendly prices: warm meals, sandwiches, soups, vegetarian dishes, etc. Moreover there are small snack-bars and sandwich bars in the vicinity. So: plenty of choice!

- Library

As an international student you have free access to the institutional library. You can find dictionaries in many languages and foreign magazines.

- Student unions

Every department has its own student unions. They organize cultural, sports and also typical student activities. The students are always happy to take you out for a party, a pub crawl, or just for a cosy chat. Your international coordinator will be happy to put you in touch with the student union. It is good to bring your own student card. You can get many discounts with your student ID.

## **16. Testimonials**

Our exchange students are very happy to share their experiences about their stay in Geel at K.H. Kempen University College. Who is, after all, a better witness than the international students themselves?

Heliise Jartsev (Estonia)

*"I would recommend the exchange programme of the K.H. Kempen University College to everyone! I met many wonderful people and it was a great experience!"*

Jäe Heikko (Estonia)

*"I really liked the fact that we could do an actual work placement. Now I know what is waiting for me after graduating!"*

Unai Lorenzo (Spain)

*"I like the approach of the teachers towards us. They really made us feel comfortable and they were really friendly."*

Joseba Galisteo (Spain)

*"I really made friends for life in Geel and I really enjoyed my stay in here!"*

Daniela Alves (Portugal)

*"K.H. Kempen University College is very well structured and it has a well equipped library, which is very important!"*

Pedro Silva (Portugal)

*"It was a great opportunity as I met new and interesting people. During my stay in Geel, I learned a lot about other cultures!"*