



Study program	Contemporary Bank Management
Faculty	Business and Economics
Study Cycle	First Cycle (Undergraduate)
ECTS	180
Accreditation archive number [180]	03-160/2
Decision for starting of the program	17-1389 (20.05.2016)
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Description of the program

The Curriculum of Contemporary Bank Management is a balanced combination of primary specific theoretical knowledge and professional skills. The structure of the three-year program includes studies that are by nature dynamic, integrative and interactive. The program is designed to offer an integrative approach to the topic of modern bank management, implementing this concept through teaching and a practical program. Items that are included in this program represent perspectives that are based on theory, which is closely related to practical application in the business world. This program allows students to acquire the necessary skills and experience for banking works, the use of management, marketing and finance in banking operations.

During the three years of this program, the students have opportunity for practical work (practice), whereby they will be able to apply in the bank their knowledge, capacity, ability and skills obtained in the Faculty. The practical work is obligatory and included in all cycle of study. They need 50% of their time to work practically in the bank, where they will upgrade their practical knowledge and skills according to the labour market needs and specifically to meet the requirement of the banks.

Career

The study program Contemporary Bank Management aims:

- to prepare students for the position of leaders in profit and non-profit organizations in the country and around the world.
- to prepare students to build careers in the fields of banking management, but also in the private sector in the field of finance.
- to enable the acquisition of research skills and experience in banking matters, the use of management, marketing and finance in banking operations.
- to develop the concept of practical work of students.
- to develop concept of critical thinking to students.
- to enable students to actively participate in lectures and practical work in order to independently carry out research in all areas of business administration.
- to facilitate the development of personal skills, communication, research and other important skills needed for employment.

Learning outcomes

Knowledge and understanding

- Has the necessary knowledge for the following business functions: marketing, economics, finance management, business modelling, operations management, risk management, entrepreneurial leadership, strategic management, the basics of business law and business planning.
- Has a knowledge of the functional areas of entrepreneurship, ongoing research and innovation, future trends, and the impact of these developments in theory and practice.
- Has a knowledge and understanding of national, regional and global economic situation on the market. Has knowledge of financial theories, analysis and reporting.
- Acquire a strong foundation in how to start a business and be ready for graduate studies related to the management of enterprises, entrepreneurship or related fields.
- Understand the different tools for making management decisions.

Applying knowledge and understanding

- Ability to professionally write and further develop their own business plan and its implementation in real life.
- Ability to apply the necessary principles in the process of successfully managing the new venture.
- Ability to assist in the formulation and practical implementation of successful marketing, financial and general management plans and strategies.

Making judgement

- To think critically and to apply theoretical and practical knowledge and experience to identify and analyze business problems.
- Critically analysing and evaluating of identified entrepreneurial opportunities.
- Strategic thinking and reasoning in connection with activities related to the creation, development and maintenance of an appropriate business model.

Communication skills

- Show, understanding of individual and group dynamics in organizations.
- Operate effectively in teamwork.
- Effectively dealing with people from different social, economic, cultural and religious backgrounds.
- Demonstrate an understanding of and sensitivity to ethical, social and legal responsibilities of companies.
- Show business ideas in an effective manner.
- Demonstration of key negotiating skills.
- Interpret business data and economic indicators.

Learning skills

- Can research and detect sources of learning;
- Can be trained for individual and team learning;
- Have the ability to conduct business analysis and use of scientific literature and analysis of the opinions and estimates of other authors.

List of courses

Semester 1

- **Introduction to Business Concepts**
- **Practice**
- **Microeconomics and Prices**
- **Marketing Concepts and Commercialization**
- **Elective course 1**
- **Free elective course 1**

Semester 2

- **Practice**

- **Macroeconomics**
- **Introduction to Banking**
- **Business Mathematics**
- **Elective course 2**
- **Free elective course 2**

Semester 3

- **Financial Planning and Analysis**
- **Practice**
- **Corporate Finances**
- **Risk Management in Banking**
- **Elective course 3**
- **Free elective course 3**

Semester 4

- **Practice**
- **Money and Banks**
- **Banking Marketing**
- **Human Resource Management**
- **Elective course 4**
- **Elective course 5**

Semester 5

- **Banking Supervision**
- **Project Management**
- **Methods of Asset and Property Valuation**
- **Practice**
- **Elective course 6**
- **Elective course 7**

Semester 6

- **Practice**
- **Strategies for Managers**
- **Banking Management**
- **Professional Management Skills**
- **Elective course 9**
- **Elective course 8**

Description of courses

Core courses

- **Introduction to Business Concepts**

The aim of the course is for students to learn about the external and internal environment of the company. However, attention will be paid to the financial, marketing, management and organizational function of the enterprise. In addition, the perceived impact of the company on the community in which it operates. Students will gain knowledge in: - Explain the fundamental economic problems; - Understand the relationship between limited resources, value, benefits and wealth; - Understand the cohesion relationship between micro and macro economics; - Discuss the objectives and instruments of macroeconomics; - Understand and explain economic cycles; - Debate on international economic relations and others.

- **Practice**

- **Microeconomics and Prices**

The course is designed to give a basic understanding of economic phenomena and global universal microeconomic terminology. It analyzes the theoretical approaches that allow one to come to their own idea of the possible application solutions to the problems of production, exchange and organization of individual enterprise, a separate branch or separate market. Developmental components provide dynamic dimension without which simplified approaches would be unusable. Basics of microeconomics in the world as part of the universal effort to instantly identify and define similar problems and come up they may be resolved in a similar manner anywhere in the world, but to get to the information that can aggregate level to assist in the formulation of macroeconomic objectives and strategic planning elements. An attempt is made to give the student the opportunity to use universal literature, and what is possible and more effective online communications and online forms of communication.

- **Marketing Concepts and Commercialization**

The aim of this course is for students to acquire knowledge of the basic concepts that are embedded in the marketing functions of modern organizations. The emphasis is on concepts and issues related to the marketing of consumer products and services. More specifically, the objective is for students to gain an understanding of the marketing environment by analyzing the market, and then to implement successful marketing strategies in such an environment. Students will also be able to apply scientific concepts to design a complete marketing plan for their product. This course contributes to the students to familiarize themselves with various activities in the field of marketing, which contribute to the company to be more competitive and successful in the market.

- **Practice**

- **Macroeconomics**

The aim of the course is the student to acquire knowledge: - macroeconomic concepts and categories that are a prerequisite for the functioning of a national economy that is part of a wider global economic system; - the importance of the principal macroeconomic indicators such as: gross national product, national income, economic growth, economic cycle, investment and public consumption, inflation, unemployment, money and banks, budget, balance of payment, etc.; - the basic instruments of macroeconomic analysis (aggregate supply and demand) and macroeconomic policies (monetary and fiscal policy), etc.; - the effective functioning of a national economy, comparing it with the contemporary market economies, indicating that direction differences, similarities and opportunities for future development of the respective economy; - knowledge of macroeconomics, which will allow easier access to other advanced macroeconomic courses.

- **Introduction to Banking**

The course provides basic knowledge of banking management and regulatory policy for the modern financial system in the world as well as in Macedonia, the main intermediaries and their functions, and the role of banks in the financial sector in Macedonia. Students will be equipped with the knowledge of how the financial industry function and that economic factor are most important to the success of the management of the financial sector in today's financial world.

- **Business Mathematics**

The purpose of this course is to train students for the following: - To apply the system of linear equations to solve various problems in the field of business and economics; - Apply their knowledge of linear models and numerous arrays to solve various problems in business and economics; - To acquire advanced knowledge on the calculation of compound interest rate, recurring deposits, periodic rents, loans and financial decision-making.

- **Financial Planning and Analysis**

The aim of the course is required theoretically fund transfer knowledge and skills of students in the area of financial management, as well as training students with contemporary theoretical and practical knowledge and experience of the analysis of the fundamental concepts of finance companies, financial and real investment projects and their evaluation through the time dimension of money. The aim of the course continues to train students how to use adequate sources of financing, efficient capital management and determination of proper structure, determining appropriate policy allocation of profits dividend policy and finalize the financial planning and forecasting, etc. . Achieving the intended goals of the subject, students create new opportunities for competitive access to the labor market or effectively manage their own real businesses.

- **Practice**

- **Corporate Finances**

The aim of the course is required theoretically fund transfer knowledge and skills of students in the area of financial management, as well as training students with contemporary theoretical knowledge and experience in the analysis of the fundamental concepts of corporate finance, financial and real investment projects and their evaluation money through the time dimension. The aim of the course continues to train students how to use adequate sources of financing, efficient capital management and determination of proper structure, determining appropriate policy allocation of profits dividend policy and finalize the financial planning and forecasting, etc. Achieving the intended goals of the subject, students create new opportunities for competitive access to the labor market or effectively manage their own real businesses.

- **Risk Management in Banking**

The course is aimed to address the ways in which performs the quantification and management of various sources of risk by corporations. This applies especially to the area of the financial sector, and special attention is given to non-financial companies. This subject covers a wide approach to risk management in the enterprise or "integrated risk management" - the new management approach to risk management. Among the titles that are covered with a material particular weight given to market, credit and operational risk. The course relies heavily active application analysis of actual cases.

- **Practice**

- **Money and Banks**

The course aims to provide basic knowledge of one of the most dynamic categories in the economy - banking and money, as a condition without which it can not imagine any modern national economy. To show and describe the historical trajectory of the development of banking, to bring the experiences of other developed countries of the world and display systems of the neighbouring countries as part of his immediate environment after graduation will be part of their working environment. Enables the understanding of bank operations easier gaining confidence among bankers where a need for credit monitoring or other banking or an opportunity to draw attention or gain customer confidence that the company is part of the working process in which future economies work. On the other hand banking is attractive and prestigious profession that is not only interesting but also offers a good status position in society and good earnings.

- **Banking Marketing**

The purpose of this course is for students to gain knowledge about the basic concepts that are embedded in the marketing functions of modern banks. The emphasis is on concepts and issues related to the marketing of consumer products and services in the banking sector. More specifically, the objective is for students to gain an understanding of the marketing environment by analyzing the market, and then to implement successful marketing strategies in such an environment. Students will also be able to apply scientific concepts to design a complete marketing plan in the banking sector. This course contributes to the students to familiarize themselves with various activities in the field of banking marketing, which contribute to the company to be more competitive and successful in the market.

- **Human Resource Management**

The purpose of this course is to introduce students to the importance and role of human resource management in contemporary business organizations. Within this course students will learn about the process of human resource management both in theory and in the practice of international and domestic companies.

- **Banking Supervision**

The course provides an assessment of the non-monetary deposits, ie the various categories of assets that can be made non-cash deposits, then the assessment of assets and capital in cases of mergers and acquisitions of companies, buying and selling companies as well as in the regulation of bankruptcy proceedings. Determining the fair market value The funds and capital essential procedure that precedes many accounting, financial, legal, operations related to the sale, purchase, download, merging companies. Assessment is the foundation of any sale of assets, downloading and converting capital commitments, sales of receivables, pledging, lending and other accounting, financial and legal operations.

- **Project Management**

On successful completion of the course, students will be able to: * plan the activities necessary to implement the project, identify their interdependencies, their duration and costs; * prepare the necessary reports and perform all the

required communication between the project and the client, as well as among the team members and the other stakeholders. structure the project to its constituent activities; * prepare a Gantt-chart and a network plan for the project and * identify the shortest time needed to complete the project; * use MS Project as a tool in the process of planning, *implementation and review of the project; * define the project, identify its scope and objectives and develop project specification;

- **Methods of Asset and Property Valuation**

The course provides an assessment of the non-monetary deposits, ie the various categories of assets that can be made non-cash deposits, then the assessment of assets and capital in cases of mergers and acquisitions of companies, buying and selling companies as well as in the regulation of bankruptcy proceedings. Determining the fair market value The funds and capital essential procedure that precedes many accounting, financial, legal, operations related to the sale, purchase, download, merging companies. Assessment is the foundation of any sale of assets, downloading and converting capital commitments, sales of receivables, pledging, lending and other accounting, financial and legal operations.

- **Practice**

- **Practice**

- **Strategies for Managers**

The purpose of this course is to enable students to evaluate and application of key elements of strategic analysis, choosing the right strategy within the flexible plan, and to stimulate thinking about the problems associated with the implementation of the formulated strategy. Also through this course, students will gain experience in critical thinking about the issues and problems associated with the choice of strategy in turbulent and dynamic environment and will understand that there is no single right way to develop a strategy. After completing the class, students should be able to; To understand the theories and concepts of strategic management; - To master the vocabulary relevant to the strategic management; - To integrate knowledge obtained from separate functional managements; - To develop analytical and communication skills, and teamwork skills.

- **Banking Management**

This course focuses on decision making in the bank's management in today's operating environment and discuss contemporary challenges of the financial sector in the world. In this course you will analyze the factors that influence credit, investment funds and decisions related to pricing will also be analyzed and between risk and return for various banking products. The course will also analyze the national banks in Macedonia and Albania as well as the world's central banks, monetary policy and supervision.

- **Professional Management Skills**

The aim of this course is for students to be introduced to the basics of management, its genesis and definition, as well as the basic principles which should be based on the work of any future manager. Of this course will enable students: - To learn the basics of management and to enable them to provide specific examples; - To be able to see the study of this subject see as necessary to perform in the context of learning the practical application of learning; - To acquire an effective way of thinking that will help in dealing with business problems further in their life;

Elective courses

- **Credit Management**

The purpose of this course is to provide relevant knowledge for the modern approach to credit analysis of legal entities and individuals, structure and classification of bank loans, the identification of the different roles and responsibilities of credit analysts, the key components of credit analysis with emphasis on the importance of credit analysis to determine the risk to the individual client, the standard and the new approach to the economic and financial analysis, identifying their main strengths and weaknesses, the basics of DuPont analysis and other similar methodologies can be useful in credit analysis, Basel risk management standards in the banking industry, the analysis of credit applications, credit process, with a view to adopting the right credit decisions.

- **Introduction to Accounting**

The purpose of the course is to help students to understand the essence of accounting to learn the basics of financial

accounting and accounting concepts and principles. Specifically, students can gain the knowledge and understanding of financial statements, their components, the basic rules of accounting data, use of accounting documents.

- **Local and International Taxes**

The main objective of the course is to provide students with basic knowledge in the field of taxation and mechanisms of functioning of the tax system in a market economy in our country and abroad.

- **Business Plan Writing and Analysis**

The aim of the subject is to show how to prepare and make planning decisions on the goals, policies and plans based on the preconditions for effective planning and quality. Among them, special attention deserve: forecasting, information system planning methodology, organization planning, project planning and management methods.

- **Managerial Ethics and Stakeholders Management**

The course aims to develop a general theoretical knowledge about corporate social responsibility in modern economies and to analyze the reflection of corporate social responsibility for the overall operations of the company. Course focuses on how managers can implement effective strategies associated with corporate sustainability and corporate social responsibility.

- **Financial Markets and Institutions**

The purpose of this program is to familiarize students with the basic principles of the functioning of financial markets (money markets, capital markets, foreign exchange markets, etc..) And financial institutions (banks, insurance companies, pension funds, investment funds, etc.) which are extremely important part of any national economy, and the world economy as a whole.

- **Financial Report Analysis**

The purpose of this course is to enable students to perform analysis of the financial statements. This course covers the following topics: fundamentals of financial analysis, types of financial analysis, analytical framework for the analysis of financial statements, the financial reporting system, the basic financial statements, the accounting profits and assets, cash flow analysis, financial indicators and financial analysis, integrated analysis, long-term assets, analysis of financial liabilities, financial statement analysis, synthesis, and analysis of capital structure.

- **Statistical Analysis for Managers**

The goal of the program is for students to gain the knowledge to be able to: - use descriptive analysis with the data analysis; - use probability and random variables in solving business problems; - understand the statistical lock which is the basis for interpreting the results and making business decisions; - use correlation and simple and multiple regression; - know the basics of the analysis of variance; - understand the basics of index numbers and time series analysis methods.

- **Business Communication**

The purpose of this course is to familiarize students with the concept of communication. In recent years more and more companies apply the techniques of business communication as the main tool to answer to a very high competition in the global market. This course is an attempt to improve the communication skills of students with theoretical but mostly practical implication correct way communication in an organizational environment with employees and managers as well as maintenance meetings, how to respond when interviewing, negotiating and motivate those around them.

- **Game Management**

This course aims to improve the student strategic decision-making ability in competitive situations in which the student evaluation of the outcome of an action depends not only on the choices made by the student, but also on the choices made by others. The course concentrates on an analytic method derived from game theory, which provides a rigorous analytic framework for structuring competitive situations, identifying the alternatives, and choosing among them. The basic approach will be to break the complexity down into pieces, use game theory tools to analyze the pieces, and then reassemble the pieces into a logically coherent understanding. The goal is to become better strategic decision makers when faced with competitive challenges. The main objectives will be to use game theory concepts and tools to identify, diagnose and analyze competitive challenges facing firms in dynamic industries and apply game theory concepts and tools to develop strategies for competitive advantage. All of this will be done by analyzing different games.

- **International Banking**

This course allows students to gain knowledge concerning international banking. The course will enable students to see the difference between theory and practice in international banking, further the role played by international banking transactions, how they are doing, you will be learned from bank guarantees and letters of credit, EUROLIBO codes when executing transactions.

- **E-Banking**

The course E-Banking helps students in solving and setting strategies that focus on operational and management issues related to e-banking. Furthermore, students will be equipped with knowledge about the possibilities of e-banking, new pricing strategies banks need to follow, how to provide E- transactions etc.

- **Cost Analysis**

The goal of the course is for students to gain knowledge in the field of analysis and cost management, which is used by managers when making decisions. Specifically, to introduce students to the concepts of cost analysis for the needs of managers and the necessary tools for making management decisions.

- **Interest Rate Policy**

This course deals with the interest rate policy, through a systematic analysis of monetary theory and banking system. The students learn the modern techniques of analysis of the way information affect the financial structure and the monetary policy. The course covers the topics, such as the structure and importance of the financial system, the functions of money, the behavior of interest rates, financial structure and asymmetric information, modeling and methods to define the interest rate, the determinants of the interest rate, and the demand and the supply of credit funds.

- **International Accounting Standards**

The purpose of the curriculum is to enable students to acquire knowledge of international accounting standards. The course allows students to learn all the main financial statements based on international standards. Students will also be able to keep in mind the differences between local and international accounting standards.

- **Corporate Governance**

The purpose of this course is to familiarize students with corporate management and to gain knowledge and their critical views on corporate governance stakeholders in our country and the world through a comparative analysis of best practices of corporate governance. Corporate Governance of this course will allow students: - To gain extensive knowledge about corporations and their significance for the functioning of modern societies; - To gain extensive knowledge about patterns of corporate governance applied in various parts of the modern world; To acquire knowledge and to be able to create their own views on the major stakeholders of corporate governance and so on.

- **Public Speaking**

Upon completion of this course the students will gain knowledge about the communication process, the ethical responsibilities of public speaking and the different types of informative and persuasive speeches. In addition, the students will acquire skills necessary for preparing and delivering different types of speeches, audience analysis, researching speech topics, preparing speeches etc. After completing the Public Speaking course, the students will be able to think critically through constructive self-criticism and criticism towards the speeches of the others.

- **Intercultural Studies**

Having completed this course the students will be able to identify global questions and problems from the perspectives of different cultures, the communication dynamics in the other cultures, the similarities and the differences between their values and those of other cultures, as well as the similarities and differences between their communication practices and those from other cultures. In addition, students are expected to become more aware of the stereotypes that society has for different cultures and as a result will better understand their place in the global community. The students will start thinking critically about topics related to their ethnicity, gender identity, class, religion, national origin, age and other demographic characteristics and their impact on the communication process. After finishing Intercultural Studies, the students will also gain communication skills for working in groups through participation in research projects and will acquire the necessary skills to present their research projects.

- **Communication Skills**

The course Communication Skills is designed to enable students to practically apply interpersonal communication. Students will have the opportunity to learn interpersonal skills (such as perception, listening, verbal and non verbal communication); public speaking (such as: organization, delivery and the basics of writing public speeches) and small group communication (such as: leadership, self confidence and listening). The course will also focus on providing basic knowledge and understanding of the job hunting process through written and oral communication by

doing tasks such as writing a resume and a cover letter, conducting interview simulations etc.

- **Advanced Excel**

The purpose of this course is to provide the students with advanced knowledge of this application and of the opportunities offered by the Microsoft Excel application. As well as to enable them to carry out advanced tasks which are associated with their faculty's programme.

- **Advanced IT skills**

The aims of this course are: To enable students to acquire basic knowledge and skills in the field of information sciences To enable the students to acquire theoretical and practical knowledge in Microsoft Office applications (Windows, Word, PowerPoint, Excel, Access) and to apply them in real life situations. To enable the students to work individually or in groups on practical projects.

- **Advanced Word**

The aim of this course is to enable the students to acquire advanced knowledge of Microsoft Word and to familiarize them with the opportunities which are offered by them. Moreover, it will enable the students to independently implement various projects and specific complex tasks which are associated with the program in which they study.

- **Google Apps**

The aims of this course are: To enable the students to acquire advanced knowledge and skills in the field of electronic services (cloud applications). To enable the students to acquire theoretical and practical knowledge in Google Docs (G-mail, Documents, Spreadsheets, Presentations, Drawings and Forms) and to apply them in real life. To enable the students to work individually or in groups on various online projects, directly through the web browser.

- **Advanced Access**

Databases are ideal tools for tracking large volumes of Data and Microsoft Access is a quite popular and powerful tool which is used for designing and developing Windows-based databases. This course is intended for new users of Access where the most important functions needed for working with databases are processed.

- **Desktop Publications**

The aim of this course is designing and processing raster and vector graphics through the leading programs Adobe Photoshop and Illustrator, as well as designing and publishing commercial materials for print using Adobe In Design.

- **Web Publications**

Developing even a simple web page according to current standards requires knowledge of Hypertext Markup Language (XHTML) and Cascading Style Sheets (CSS). Most of the websites also use images, whether in the form of banners, buttons, logos, photos or scans. Adobe Fireworks is built as a tool to create and manipulate images from the web and to allow the makers to optimize these images in order to reduce the file size. Firework also provides an excellent integration with Dreamweaver. This series provides a comprehensive introduction to XHTML, CSS and creating web graphics.

- **Albanian Language for Professional Purposes**

After finishing the course Albanian Language for Professional Purposes the students will be able practically use the knowledge which will serve them throughout their employment as well as in their future carrier. Students will be expected to know the differences in spoken and written language, the characteristics of professional communication (report, CV, email), the specifics of professional writing, the most common grammatical forms, to recognize the differences amongst the scientific, administrative and the socio political styles of writing. The students should be able to know the rules of how to organize interviews and debates, to know how to properly write cover letters and to interpret particular texts in a written and spoken form.

- **Academic Writing in English**

In this course students' academic writing skills will be enhanced in a variety of ways. Students will be enabled to communicate their ideas in a clear, fluent and effective way in order to produce a piece of writing. Students' academic writing skills will be developed through activities that promote writing like: writing different types of paragraphs and essays. Also, students will be introduced to paraphrasing and citing rules as well as will be made aware of what plagiarism is. Giving feedback on students' pieces of writing will involve self-correction, peer-correction and teacher-correction of content, organization and language errors.

- **Academic Writing in Macedonian**

After finishing the Academic Writing in the Macedonian course the students are expected to gain appropriate

knowledge and advanced communication in Macedonian language with particular emphasis on writing skills. In addition, it is expected that students will become more autonomous and responsible learners. Moreover, students will be able to improve their writing skills in more levels and thereby they will become more confident and more competent when writing in Macedonian. They will be able to reflect critically on different topics, to make conclusions and they will develop skills for excellent written and oral communication in Macedonian.

- **German Language (level 1 to 4)**

After completing each level students will be able to gain appropriate knowledge according to the European Language Framework (specifically and concretely determined by level). In addition, students are expected to become more autonomous and more responsible language learners. By the end of the course, students will be able to think critically and make conclusions about different topics based on the texts that they have read, as well as to express their thoughts and opinions in written and spoken German.

- **Environmental Protection**

The aims of this course are: To familiarize the students with the basic environmental problems. To familiarize the students with the role of humans as the key factor in the process of pollution and environmental protection. To familiarize the students with the influence of various environmental pollutants on health, the professional activity and the organizational ability of the human factor. Creating positive habits for the environment and raising the awareness for a healthier and cleaner environment. International and national legislation and international conventions on the environment. Introduction to international and national global policies in the field of environment. The environment as a condition for sustainable economic development. The role of the society in the protection of the environment. Introducing the major risks to a healthy environment. Introducing the National Environmental Strategy of the Republic of Macedonia.

- **Professional Career Development**

This course offers practical, results-oriented instruction for seeking, obtaining and keeping employment. It is intended to provide students with the appropriate job skills needed in the modern workplace. Specific tasks that will be covered will be composing an effective c.v., writing a letter of inquiry/interest, interviewing skills, and formal communication within the office (memos, formal emails to superiors or customers, reports, etc.). Additional elements that will be covered will be how to conduct a self-evaluation, how to manage inter-office conflict, and how to seek promotions actively. Although the primary focus of this course will be on white collar employment, the skills obtained through the instruction are applicable to the job search process generally.

- **Debate and Presentation Skills**

The course objective is to give students the tools for arguing effectively and to develop their confidence in front of an audience.

- **Academic Writing in Albanian**

In this course students' academic writing skills will be enhanced in a variety of ways. Students will be enabled to communicate their ideas in a clear, fluent and effective way in order to produce a piece of writing. Students' academic writing skills will be developed through activities that promote writing like: writing different types of paragraphs and essays. Also, students will be introduced to paraphrasing and citing rules as well as will be made aware of what plagiarism is.

- **Sports, Recreation and Culture**

Theory: (in general about sports, disciplines, hygiene, sports medicine, nutrition and general culture). Practical teaching: organizing collective and individual sports games and other activities in the hall and the sports facilities in the campus.