

# Specialized Diploma in Administrative skills

## Overview

The Specialized Diploma in Administrative Skills is a Program that is accredited by the Ministry of Higher Education in Palestine. It aims at providing the high school certificate holders with skills and capabilities needed to perform administrative functions, in addition to the capacity building of human resources in institutions to improve the level of the staff performance in accordance with high quality standards.

## Goals

- 1- Administrative capacity building;
- 2- Improve the level of administrative performance, comprehensive quality theories, supportive administrative services, through a comprehensive integrated system of management development strategies;
- 3- Qualify employees and managers and enhance their competence in administrative field in order to increase their capabilities and productivity and innovation in solving work problems.
- 4- Assist executive staff to understand, in depth, work procedures and implement them accurately.

## Duration

One year

## Conditions of Enrollment

The completion of high school

## Courses

- Public Administration
- PR and administrative communication
- Statistical analysis using SPSS
- Meetings and time management
- Correspondences and administrative reports
- Administrative control in institutions
- Management and development of human resources
- Conflict and crises management
- Project management
- Strategic planning

- Practical training