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Motto: Confidence & Reliability in Service to Humanity

CODE OF CONDUCT

CHARTERED INSITUTE O CHARTERED SECRETARIES & REPORTERS

CERTIFICATE HOLDERS

- The certified secretary or official reporter is a professionally trained and qualified information technologist
 with mastery of modern office and administrative management processes and intuition comprehension of
 ideas and issues in human and organization behaviors.
- 2. The professional certified secretary and reporter will uphold the most ethical process of recording and providing information only in the overall interest of the nation and his/her employer with confidence and reliability in good service to mankind.
- 3. The professional certified secretary and reporter will seek to find and employ the more efficient and most economical ways of getting things done.
- 4. All information providing by a professional certified secretary and reporter mist be seen and accepted within the scope of human abilities to be most scrupulous and transparently honest to assist fair judgment in all decisions.
- 5. The professional certified secretary and reporter shall within his/her scope of authority, treat all person as being equal, be free of any fraudulent and/or corrupt practices and shall not knowingly abet fraud and/or corruption by his/her superior and/or subordinates.
- 6. To the very best of his/her ability, will endeavor at all times to guide against misdirection and falsehood in dissemination of information.
- 7. The professional certified secretary and reporter in public or private practice shall discharge his/her duties with self-confidence, reliability, integrity, dependability, honest, efficiency confidentially, without fear of intimidation or favour inn service to the organization and humanity at large and shall refuse to give undue special favour or privileges to anyone.
- 8. That the secretary or verbatim reporter shall not reveal, leak or release privileged information at his/her disposal forinathorized usage.
- 9. The ethic and disciplinary body of the institute shall investigate allegation of subversion and his/her disregard to the regulations of the institute and recommend appropriate action to the governing broad of the institute for consideration and ratification through due processes in accordance with existing bye-laws and such other regulations established necessary for proper control, sanction and or redress of ethical defaults.
- 10. The professional member accepts the supreme authority of the institute in all matter affecting membership, ethics and codes of conduct.

By the order of the Governing Board Benin-Nigeria 8th November, 2000

WHO IS CERTIFIED SECERTARY/OFFICAL REPORTER

Always remember that

" A CERTIFIED SECERTARY/REPORTERS"

Is a professionally trained and qualified information technologist and psychologist with mastery of modern office and administrative management processes and intuition for instantaneous comprehension of ideas and issues in human and organizational behaviors"

ICSR = If You Can Satisfy Requirements'

i

Join ICSR

Adopted by the General Assembly al the Institute's

10TH Anniversary Conference in Abuja Nov.1997

BENEFITS OF MEMBERSHIP QUALIFICATION WITH THE INSTITUTE.

- ✓ Become expect in office technology and management practice
- ✓ Become qualified and well trained information technology and behavioral psychologist with mastery of administrative management processes.

ii

- ✓ Be a member of a chartered body with licence for professional practice.
- ✓ Be a good corporate governance professional.
- ✓ Have licence for professional practice on information and documentation services.

TABLE OF CONTENTS

<u>Section</u>	<u>page</u>
code of conduct	i
Who is a certified secretary/official reporter	ii
1. The Institute	1
2. The Aims Of And Objectives Of The Institute	1-2
3. Careers In Secretarial And Reporter Administration	2-5
4. Who Can Become Member	5
5. Registered Students	5-6
6. Graded Members	6-7
7. Members' Entry Requirement	6-7
8. Corporate Membership	7-8
9. Awards Commits	9
10. Exemptions	9-10
11. Membership Fee	10
11.4 Membership Registration	10-11
12. Membership Guide And Bye Laws	11-12
13. Other Equivalent Bodies. Qualification Approved Or Recognizes By The Institute	12-13
14. Institute Services, Benefits And Privileges To Members	13-14
15. Cessation Of Membership	14
16. Members Obligation	14
17. Meetings	14-15
18. Local Activates	15
19. National Secretariat	15
20. Examination Prospectus/Syllabuses	15
21. Tutorial Course/Examination Revision Programmer	15
22. Nature Of Examination Of The Institute	15-16
23. Candidates' For Examinations	16
24. Oath Of Allegiance	16-17
25. The Institute's Examination Structure Appendix B	18
26. Oath Of Allegiance Appendix B	19-22

1. The Institute

- 1.1 the institute of certified secretaries and reporters (ICSR) is a professional body ensuring excellence in secretarial and official reportorial practice by, and further education of, secretaries and verbatim reporters, who are involved or wish to be involved in the arts and science of secretial, verbatim reportorial services in both the public and privates sectors of the economy.
- 1.2 The institute was founds in 1981 to fulfill the expectation for the emergence of an educational professional body with broad objectives of promoting standard in the practices and application of secretarial, administrative, office management and official verbatim reporting skills
- 1.3 The institute had successfully pursued these aims and objectives since inception. The ideals of the institute have been expanded into the academic curriculum of higher institute in Nigeria. The institute pioneered the metamorphoses of secretarial studies into office information management technology studies and practices through its various sensitization programmers. it was in November 1997 that the personality profiles of certified secretaries and official verbatim reporters was defined and accepted as "well trained and qualified information technologist and psychologist with mastery of modern office and administrative management processes and intuition for instantaneous comprehension of ideas and issues in human and organizational behaviors.
- 1.4 The national assembly of Nigeria passed legislation in 2005 for the establishment of the chartered institute of certified secreties and reporters. The bill was duly passed on 14th November 2006 by the senate and harmonized by both chambers in February 2007 for presidential assent which could not take place then, the fifth session of the national assembly had therefore revisited the matter with all other twenty-six bills affected.

2. The Aims Of And Objectives Of The Institute

- 2.1 To promote education in secretarial profession and official reporting and to encourage advanced knowledge and disseminate information in the education and practical training of, and the research into the art and science and the exchange of information and opinions, on all questions affecting secretarial and reportorial practice.
- 2.2 "To provide a professional organization for the registration of qualified secretaries and official reporters as well as those desiring to enter the profession and by means of examinations and other method of assessment, to test the skills and knowledge of persons in the profession".
- 2.3 "In furtherance of these objectives, the institute, subject to its, establishment act, memorandum and articles of association and other bye-laws inclusive of board and general regulations, has the power;
 - a) To lay down professional standards for its members,' qualification and practice.
 - b) To conduct its own professional examinations
 - c) To register and cause to be recognized, all qualified, past and present secretaries and verbatim reporters whether, or not in practices provided they have been registered by being entered in the register of members without cease and issued with a certificate signed by the president or chairman and/or a broad member and countersigned by the registrar-general on behalf of the Governing Board of the institute.
- 2.4 The act establishing the chartered institute of certified secretaries & reporters specified the following functions
 - 1. Determines and review, from time to time, the qualifications for membership of the institute.
 - 2. Ensure professional ethics, high standard and sound knowledge by members of the institute.
 - 3. Secure in accordance with the provisions of this act the maintenance of a register for its members.
 - 4. Carry out such other functions as the board may, from time to time prescribe.

3. CAREERS IN SECRETARIAL AND REPORTER ADMINISTRATION

3.1 **Definition**

A certified secretary/reporter is a professionally trained and qualified information technologist and psychologist with mastery of modern office and administrative management processes and intuition for instantaneous comprehension of ideas and issues in human and organizational behaviors"

3.2 The Profile of a Certified Secretary and Official Reporter:

3.2.1 **Roles**

- a) For avoidance of doubts, a CERTIFIED AND OFFICIAL REPORTER is an important employee in an organization, whose roles and responsibilities of a Top executive.
- b) The certified secretary's and official reporter's roles and responsibilities vary too much to be described in all embracing detail: as they vary from one organization to the other. Two factors account for this variance.
- c) The level of the intelligence, knowledge, exposure and personal development of the top executive(s) being served by the secretary or to whom he/she is responsible;
- d) The level of the organization's development, motivation of human effort, policies and attitude of top management towards the needless over-emphasized importance of good secretaries and reporters.

3.2.2 **Professional Qualities**

- a) The most important attributes of a certified of a certified secretary or official reporter are his versatility, broad business knowledge, administrative and secretarial skills in a great variety of organizations.
- b) The institute has produced a brief on the certified secretary's characteristic which rates him as an instrumental employee, whether in the public or private sector, bearing the little of executive secretary, personal assistant, personal secretary, administrative secretary, verbatim of official reporter, editor, director, office manager etc. there is always a common function and characteristic which include:

3.1.3 **Functions**

- a. That he is a person who has had adequate educational training and professional qualifications, having satisfied the standard set by the institute, and is a registered graded member of the institute of certified secretaries and reporters.
- b. Responsibility for competently organization and managing an office.
- c. Possesses self-confidence and the intellectual ability for general administration, including planning day to day activities of the top executive and the office, assisting the executive in all office information technology management systems by keeping proper records, receiving and politely visitor and projecting good image of the organization through proper human and public relations.
- d. The provision of service to management, including information and advisory services, the preparation of correspondence and reports, design of procedural forms, the preparation of speeches and articles.
- e. Maintenance of office equipment and machines, the consultation with key personnel of the organization on behalf of his executive for effective coordination of effort toward achieving organizational goals.
- f. Supervision of junior and subordinate employees of his department or organization.
- g. Independently reproducing official report of legislative debates and judicial proceedings or panels of enquiry.
- h. Responsibility for the arrangement of meetings, conferences, including press conferences, and taking shorthand notes of discussions and proceedings for final reports in the style of decisions and conclusions reached or in the style of verbatim representation.
- Providing corporate secretarial or official report services to individuals and organization with regards to consultancy and procedural matter within the public and private sectors of the economy.

- j. Other important areas of work may include standing in for the executive in all routine duties of the office as well as making decisions in the absence of the executive and in such ways and manner as the executive himself would have acted. Also performing all assigned duties without fidgeting or painstaking.
- 3.2.4 This is the career profile of the secretary or official reporter in an organization; an important and strategic appointment for which the qualification and membership of the institute of certified secretaries and reporters is specifically designed, recommended and recognized.
- 3.2.5 Most members when they qualify as Graduate member will not necessarily have had sufficient practical experience to hold the highest appointment but they will hold immediate secretary and official reporters' posts, undertaking some of, or assisting with the performance of functions outlined above. The institute has further continued the training process which leads to associate membership (ACSR) at which level the candidate, given that sufficient practical experience has been acquired, can hold any administrative and secretary appointment up to the level of departmental head or secretary to board in an organization. Professional associate membership grade of the institute which is equivalent to good post-first degree level, can lead to the zenith of chief executive in any organization.

4. WHO CAN BE A MEMBER

- 4.1 Individual Member
- a) Any person desiring to become a secretary or official reporter or whom wishes to learn the arts and science of secretarial administration can become a members, **PROVIDED**: He/She meets the institute's registration requirement;
- b) He/she has qualified or is in training as a professional secretary or verbatim reporter and would have, if assessed by the institute, been eligible for admission to the affiliate or Graduate's grade,
- c) The institute membership and training curriculum create career path for members to be experts in office management information system.

4.2 Corporate Member

Any corporate organization registered according to or recognized by the laws of the land, e.g. companies, government parastatals, educational institute etc, and employing or using the services of secretaries or verbatim reporters; will, on submission of membership application in the form prescribed with necessary fees, be considered and at the discretion of the Governing Board, be registered as a member of the institute and entitled to all right and privileges appertaining thereto.

5. REGISTERED STUDENTS

- 5.1 Rules
- 5.1.1 The professional examination i.e. Foundation I & II and PEI & II for Graduate and Associate Membership may be attempted only by registered students of the institute. To become a registered student an applicant must comply with the rules set out below:
- 5.1.2 Institute's standard membership application form for student registration must be completed and forwarded to the secretary with all documentation attached. The form must be obtained from the secretary and or an authorized representative. The receipt for payment of application/registration fee must accompany the returned Application Form.
- 5.1.3 Every applicant for registration must, if required, provide evidence acceptable to the Board that:
- a) He/she has obtained one of the educational certificates listed below: SSCE?WASC/NABTEB/RSA/ Pitman's, equivalent certificate in five subjects including English Language or Literature and Mathematic with 80/35 wpm in shorthand and typewriting or word processing respectively.

- b) He/she is, at the time of application, employed in the office of a company, corporate or institute or in the public service, or is following an approved full-time course i8n a university, polytechnic or college for further and higher education in preparation towards the professional examination of this institute.
- c) He\she knows and accepts that it is only the board that can confer membership on a successful student upon acquiring qualifying experience and satisfying the board of his/her conduct as an eligible person for conferment of the institute's membership.

6. **GRADED MEMBERS**

6.1 There are five classes of graded members namely:

Grade	Designatory letters	Remarks
a) Fellow	FCSR	Highest professional award
b) Member	MCSR	Distinguished members award
c) Associate	ACSR	Certified members qualification
d) Graduate	NONE	Eligible to sit for professional examination
e) Affiliate /Studen	t DITTO	Eligible to sit for foundation examination

- 6.2 All professional members in the four classes of fellow, member, Associate and Graduate (except Affiliate) are entitled to describe themselves as professionally graded' CERTIRIED SECRETARIES or OFFICIAL REPOERTS' using the designatory letters as appropriate. While Affiliates and students shall properly describe themselves as registered Affiliate and student
- 6.3 It is an essential requirement that an applicant for professional membership must pass the institute's prescribed and approved examinations. Professional examination are set and conducted at foundation I & II Final to quality for Associate membership grade.
- 6.4 Persons in the grade of professional fellow (FCSR) and distinguished member (MCSR) must have acquired practical experience and made outstanding contribution to the advancement of the profession. No person with less than seven years postgraduate membership qualification and experience shall be admitted a distinguished members (MCSR); A fellow (FCSR) shall have not less than ten (10) years postgraduate qualification and experience.
- 6.5 Application and recommendation for upgrading/ election as an Associate, distinguished member or fellow must be made to the secretary in the manner and form prescribed by the institute.
- 6.6 A member or person of outstanding repute who had know the applicant for at least three year preceding the date of application as regards character, performance, conduct and suitability will recommend headed by the most senior professional members of the board.

7. MEMBERS ENTRY REQUIREMENTS

7.1 Affiliates

MUST be up to 18 years

May be fresh school graduates and /or experienced secretarial assistants, computer operators, data processors and allied personnel etc who wish to change over by studying to qualify as certified secretaries and official reporters. Must have the basic students entry requirements in additional to passing the OND or CS III examination in relevant studies.

7.2 Graduate

Every applicant must,

Be up to 21 years old pass prescribed institute graduate diploma examination (icsr foundation I &II) in all part or pass recognized examinations equivalent to first degree HND in secretarial administration.

Have not less than 3 years working experience in secretarial, administration and official verbatim reportorial personal and profession in an office acceptable to the institute.

7.3 associate(ACSR) every associate must

be at least 28 years of age.

Pass the institute prescribed associate examination in all parts and relevant subject(PEI

Have not less than seven years relevant working experience acceptable to the institute in the office of a reputable organization or government department.

Have a university post graduate diploma with seven years work experience and or university first degree not below second class lower honor division or higher national diploma or its equivalent from government approved institution not below credit pass and have not less than ten(10) years post qualification experience, however that period of higher education(maximum of two years)may be counted towards experience

7.4 member(MCSR)

must be at least 35 years of age and have been an associate member for upward of five years and that they have passed examinations prescribed or accepted by the institute and are otherwise fit person to be enrolled in the register of member.

Must have been of a good membership record for at least three years immediately preceding the date of application or recommendation for upgrading as distinguished member (MCRS) and have contributed to the up liftment of the profession and the institute.

7.5 Fellow(FCSR)

Must not be less than 40 years of age and have ten years relevant working experience in the office of one or more organization, of which at least five years in the past ten years have been spent in holding a senior management.

That for the period of five years in immediately preceding the date of application or recommendation in that behalf they have been fit person and have, in addition to being the holders of approved academic professional qualification or certificate of the final examination of the institute, have been considered by the final examination of the institute, have been considered by the board to be fit person to be so enrolled.

8. **CORPOTARE MEMBERSHIP**

Institute admits corporations, institutions societies or public and private establishments approved by board as corporate members with its right and privileges pertaining to membership, to be described as "members" of the institute of certified secretaries and reporters, and will be entitled to the use of designatory letter "ICRS-Member"

9. AWARD COMMITTEE

There shall be an "award committee" to identify talents, qualities and corresponding honours for merit Awards, price Award Honorary membership Awards to qualified and suitable individuals and organizations.

10. EXEMPTIONS

The Governing Board shall, at its discretion, and supported recommendations, exempt, any persons from rigid satisfaction of absolute requirements of the forgoing membership rules. The exercise of such discretion must however be limited to person who.

- a. Have duly qualified and made mark in the field of official reporting secretarial administration general management as at the date these rules come into force and effect.
- b. Have passed equivalent examination recognized by the institute prior to the enactment of these rules.
- c. Have retired from active practices and or employment.
- d. Have attained very considered age of maturity and supports such age with matured behavior and reasonable qualification.
- e. Shall be entitled to exemption in part or whole of an equivalent professional body with the institute is in such mutual subject exemption agreement; such body having been evaluated and approved by the Governing Board and vice versa.

f. Persons so exemption shall pay the appropriate exemption and assessment fee.

11. MEMBERSHIP FEE

11.1 The payment by every member of his/her annual subscription is very important to the institute. The annual subscription is the surest way by which the institute's revenue is generated. Its failure is also the most likely offence against the institute which could cause the cancellation of membership without further notice:

The following rules apply:

- a. Annual subscription is due on the 1st day of January of every year,
- b. Payment must be made not later than 30th day of the sixth month (June) of every year.
- c. Payment should be by either;
 - i. Direct debit mandate through your bank (applicable from can be obtained from the institute)
 - ii. Or by bankers' order duly completed.
 - iii. Certified cheque or crossed cheque drawn in Lagos or a city where the institute operates an account or by direct cash payment to the institute with receipt issued immediately.
 - iv. Paid on-line to the institute's designated Bank account.
- 11.2 Membership dues are determined and approved at the end of every four years by members of the institute at the annual general meeting to meet the needs and responsibilities of running the operations and activities of the institute.
- 11.3 The table of applicable rates of dues and members obligation are inset this handbook.

11.4 MCPDP

12.3

A person shall not become a certified member until he/she attends at least there professional training and development programmers of the institute and be fully inducted by the president-in- Council as a member.

11.5 Membership Registration

Membership application form fess is non-refundable. It is not act at membership registration with the institute on itself. Unit full compliance with membership requirement have been completed as follows;

- a. Payment of Admission/Registration fee,
- b. Payment of examination exemption fee, if any.
- c. Payment of first year annual subscription.
- d. Payment of **new** member induction fee part of development levy.
- 12. <u>Membership Handbook</u> will be obtain on payment of prescribe membership application fee.
- 12.1 <u>Membership Grade status</u> The grade and class of membership to which a person is admitted is an actual assessment and classification of education and experience background in relation to the standard set by the institute in this regard is final.

Upgrading of members A member can only be upgraded from one grade or class to another if.

- a. He/her passes examination(s) and achieves the qualifying experience for a higher grade. Such person shall be required to produce to the satisfaction of Governing board, evidence of merit for a higher grade of membership.
- b. He/she attains a reasonable age with matured learning which in the opinion of the governing board and membership committee, qualifies him/her for a higher grade of membership.
- c. And after al least five year of good membership record on one grade during which period it is believed such member must have accumulated satisfactory qualifying experience in practical performance. The institute shall however insist that a graduate member must pass the prescribed associate examination before admission to the later grade.

- d. A member of long standing repute may be upgraded at the discretion of governing board (rule 10) of these bye-laws.
- e. A member who attended not less than five <u>mandatory continuous practices development programs of the</u> institute (MCPDP) within the last three years immediately preceding the upgrading year.
- f. Apart from the above membership grade must be by passing the institute's appropriate examination with qualifying experience.

13. OTHER EQUIVALENT BODIES/QULIFICATIONS APPROVED/RECOGINISED BY THE INSTITUTE:

A list of bodies recognized by the institute can be obtained from the institute's secretarial or Zone Office on request.

14. INSTITUTE'S SERVICES, BENEFITS AND PRIVILEGES TO MEMBERS

- a. Every graded member other than registered affiliates/student is entitled to one vote at an annual general meeting or extraordinary general meeting. The general meeting regulations contained in section 1.8 of operational guideline shall apply to state chapter and chapel elections.
- b. All registered student and graded members who are up-to-date in their obligations to the institute are entitled to the range of benefits, rights and privileges offered by the institute including:
 - Licence to practice privately in the profession.
 - Participation at institute's organized courses, seminars, conferences and other lectures at reduced rates.
 - Being credited with up-to-date assessment point for attending the institute's organized professional mandatory continuous development courses, seminars, workshops and conferences.
 - Free attendance at meeting and social activities of the institute to which the person is invited.
 - Careel guidance on free of change basis.
 - Institute's professional journals, newsletters and specified relative publications.
 - Participation at examination of the institutes which are exclusively for registered members and students
 i.e Graduate and Associate qualifying examinations at foundation and the professional examination parts I
 & II final.
 - Correspondence course for the institute and other examination if so desired.
 - Opportunity to use letters after your name and stand confidently to defend same, due to high intellectual standard and professional adequacy to which the institute would have exposed you.
 - Securing of suitable job placement for members.
 - Confidence of professional equality with your colleagues and counterparts.
 - Social economic and other professional advice through journal.
 - Publication and opportunity for you to be known through listing in the institute's secretaries and verbatim reporters index for world record.

15. CESSATION OF MEMBERSHIP

The relevant membership byelaws and regulation provide that where a member becomes of unsound mind, or is indebted to the institute, which remains unsettled after necessary reminder, or do not pay annual subscription till the end of the seventh month of the year in question, or is suspended for either misconduct, subversion or any other reasons as the case may be, such a member will automatically lose membership right for as long as suspension order remain in force, or cease to be a member of the institute for the offence so committed.

16. MEMBERS OBLIGATION

Every member must pay his/her annual subscription or any levy prescribed by the institute.

Every member must endeavor to promote, defend and protect the institute's interest, name, integrity and image.

Members are expected to be zealous in participating in the institute activities and programmers such as organized training courses, examinations, conferences, seminars, meeting etc.

Every member must observe and obey the institute's code of conduct.

Every member must stand by and defend his/her oath of Allegiances to this institute and profession.

17. **MEETING**

Notice of every annual general meeting shall be sent to members at least seven days before the meeting and every members must attend.

Organized meeting where quorum cannot be formed are total waste of scarce fund and the institute takes severs disciplinary action against defaulters by imposition of fine or withdrawal of membership as may be deemed appropriate. Failure to attend three consecutive meeting of the board, a council, committee, panel set up by the governing broad or a committee or annual general meeting, to which members are invited accordingly, attracts disciplinary action as shall be decided by the meeting. It should therefore be noted that whenever a members is invited to any meeting of the institute, he/she should see it as an honor; as such invitations are not extended to all.

18. **LOCAL ACTIVITES**

- a. Various zones, braches, state chapters and chapels hold meetings and organize their local activities son behalf of the institute general headquarters/secretarial. The addresses of all states' zones and city braches with name of accredited representatives and official will normally be forwarded to members and students as the need arises.
- b. It must be NOTED that no zone, branches, state chapters, or chapel is allowed to make its own or impose levies or penalty without approval from the national secretariat with general regulator or governing board resolution.

19. **NATIONAL SECRETARIAT**

The services of the institute's National Secretarial are open to all members during working hours, members are advised to contact their zonal or state chapter officers where necessary.

20. **EXAMINATION PROSPRCTUS/SYLLABUSES**

This can be obtained from the National secretarial or local branch upon request.

21 TUTORIAL COURSES/EXAMINATION REVISION PROGRAMME

Tutorial and examination revision courses are available to members and students through the education unit of the institute at approved institutions/education centers across the country. Details can be obtained from the national secretarial.

22. NATURE OF EXAMINATION OF THE INSTITUTE

Only registered students and members are eligible to sit for the institute's professional examination i.e. for graduate and associate examinations. (foundation I & II and PE I & II final).

23. **CANDIDATES FOR EXAIMNATIONS**

All candidates for professional examinations are advised to obtain the institutes syllabus and channel their studies according to the standards laid down in the syllabus. The institute will facilitate revision courses to adequately prepare candidates for its examinations.

24. **OATH OF ALLEGIANCE**

Every member must complete the attached format undertaking of oath of allegiance. Appendix "B"

By order of the Governing Board CHARTERED INSITUTE OF CERTIFIED SECRETARIES AND REPORTERS

SOA OZOMAH, FCSR, MNIM REGISTRAR-GENERAL

LAGOS-NIGERIA. October 2004

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APPENDIX "A"

THE INSTITUTE'S EXAIMNATION STRUCTURE

The structure of the institute's professional examination consists of two parts each of foundations and professional examination as set out below:

Foundation 1 Module English language Business mathematics Introduction to public relations Economics Secretarial duties Shorthand (120wpm)	Foundation 1 1 Module Accounting Business communication Secretarial practice Shorthand (140wpm) Business statistics Information management system Computer and information management		
r(Full Name)			
Of			
Do hereby make an oath of allegiance	in the name of the Almighty God and say as fellows:		
THAT- Professional Examination (PEI) General principles of law	DUCT Principles & practice of management AND REPORTER Personnel Management: principles and practices		
Introduction to organization And method Economic principles & Policies Corporate secretarial practice	Financial management regulations THE II Verbatim reports in parliamentary and judicial procedures. OOD SERVICE 1		
	₹ REPI		
	SCHARGE MY DUTIES WITH CONFIDENCE, RELIABILITY, DEPENDEABILIT ENTIALITY, WITHOUT FEAR OF FAVOUR IN SERVICE TO MY ORGAIZATION		
) FALSEHOOD IN MY DISSEMINATION OF INFORMATION.		
I ACCEPT THE SUPREME AUTHORITY O	OF THE INSTITUTE IN ALL MATTER AFFECTING MY MEMBERSHIP		
NAME IN FULL:	AGE		
SIGNATURE:	DATE		
WITNESS NAME:	SIGN		
OCCUPATION:			
ADDRESS:			

Please affix N50:00 Stamp here

NOTE:

This from should be completed in three copies, two of which are to be sent to the institute for record purpose while the applicant keeps one with this booklet