

## COURSE SYLLABUS

(Training level: *Undergraduate*)

### Course Title:

Vietnamese Course Title: Nghiệp vụ thư ký văn phòng

English Course Title: Professional Secretary

**Course Code:** PSY231

**Major:** Office Administration

**Version:** 2017

### 1. General information

- Number of credits: 3 (Theory: 3; Practice: 0)

- Types of Knowledge:

General Education		Base core courses		Major core courses		Concentration courses		Others
Required <input type="checkbox"/>	Optional <input type="checkbox"/>	Required <input type="checkbox"/>	Optional <input type="checkbox"/>	Required <input type="checkbox"/>	Optional <input type="checkbox"/>	Required <input checked="" type="checkbox"/>	Optional <input type="checkbox"/>	Alternative subject of Graduation Thesis <input type="checkbox"/>

- Required courses: None

- Pre-requisite: Compiling and Issuing E-documents, Psychology for leadership and management

- Co-requisite: None

- Facility Requirements: The lecture hall is equipped with a projector

- Departments in Charge: Department of Office Administration - Faculty of Economic Information Systems.

### 2. Time Allocated

Total: 54	Theory: 33 periods
	Discussion/ Group Presentation: 18 periods
	Exercises/Essays/Practices: 0.
	Tests: 03 + <i>Theory: Number of Tests:03</i> <i>Periods: 03</i> + <i>Practice: Number of Tests:0</i> <i>Periods: 0</i>
Self-study: 90 periods. Other activities: 0 period	

### 3. Lecturers' Information

No.	Lecturer name	Phone number	Email	Note
1	MSc. Dinh Thi Nguyen	0906146622	dtnguyen@ictu.edu.vn	Leader
3	MSc. Bui Quynh Trang	0972316426	bqtrang@ictu.edu.vn	Member

No.	Lecturer name	Phone number	Email	Note
4	MSc. La Thi Quynh Mai	0372655712	ltqmai@ictu.edu.vn	Member

#### 4. Objectives

- Outline the basic duties, roles and positions of the office secretary; instructing the basic operations of office secretaries such as: professional information gathering and processing, consulting skills, work organization skills, professional document editing and record keeping, professional administrative communication, etc. The subject also outlines the necessary competencies and qualities of an office secretary and guides the office secretary's relationship and communication with leaders and colleagues.

Position: Compulsory subject in the specialized knowledge block.

The course contributes to the PLOs L1, L4, L8.

#### 5. Description of content and course learning outcome:

- **Knowledge Standards:** (1) Remember  $\Rightarrow$  (2) Understand  $\Rightarrow$  (3) Apply  $\Rightarrow$  (4) Analyze  $\Rightarrow$  (5) Create.

- **Attitude Standards:** (1) Copy  $\Rightarrow$  (2) Self-manipulation  $\Rightarrow$  (3) Masterfully repeating to the norm  $\Rightarrow$  (4) Combining multiple activities  $\Rightarrow$  (5) Completely proactive.

Notation CLOs	Contents	Level		PLOs
		Knowledge	Skills	
C1	Understand the concepts of secretary, office secretary, and office secretary classification	2		L1
C2	Understand the duties, functions, abilities, and qualities of an office secretary	2		L1
C3	Collect and process information to serve management and leadership activities	3		L1
C4	Organize agency activities, administrative communication forms, and principles	3		L1
C5	Build relationships between office secretaries, leaders, and colleagues	3		L1
C6	Perform document editing and document archiving tasks	3		L1
C7	Implement some office secretary procedures in organizations		3	L4
C8	Skills to prepare and provide information for management and leadership activities		3	L8
C9	Skills to organize and arrange agency and leadership activities		3	L8
C10	Skills to perform administrative communication tasks		3	L8

#### 6. Reading List

*Main Syllabus:*

[1] Vu Thi Phung, (2007), *Office Secretary Operations*, National University Publishing House, Ha Noi.

**- References:**

[2] Nguyen Huu Tri (2006), *Office Management*, Science and Technology Publishing House, Ha Noi

[3] Dong Thi Thanh Phuong, Nguyen Thị Ngọc An (2005), *Administrative Office Management*, Statistical Publishing House, Ha Noi.

[4] Nguyen Huu Tri, (2005), *Office Management*, Science and Technology Publishing House, Ha Noi.

[5] Nguyen Thanh Do, Nguyen Ngọc Diệp, Tran Phuong Hien, (2012), *Office Management textbook*, National Economics University Publishing House.

**7. Score Assessment**

- Score Scale: 10.

- Components Assessment:

Evaluation Time	Components Assessment	Course Learning Outcome	Factor	Score	Weight
During the duration of the course	Attendance: (score $b_0$ )		1	$d = (b_0 + b_1 + b_2 + b_3)/4$	30%
According to the teaching plan in section 9	Test No.1: (score $b_1$ )	C1, C2	1		
	Test No.2: (score $b_2$ )	C3, C4, C6, C7, C8, C9	1		
	Test No.3: (score $b_3$ )	C5, C10	1		
The end of the term.	Final exam	C1, C2, C3, C4, C5, C6, C7, C8, C9, C10		$e$	70%
Final Score: ( $f$ )				$f = d \times 30\% + e \times 70\%$	

- Final exam: Written

**8. Regulations for students**

**8.1. Student's duties**

- Read materials and prepare for each lesson before attending class.
- Complete assigned assignments.
- Prepare the discussion content of the course.

**8.2. Regulations on exams and academic studies**

- Students must attend classes fully, ensuring at least 80% of class sessions.
- Complete the assigned tasks for the course.

- Participate in the full number of regular tests.

## 9. Teaching Plan

No.	Period	Contents	Teaching Methodology	CLOs	References
1	3 (theory)	<b>Chapter 1: Overview of Office Secretary</b> 1.1. Definition, duties, and position of an office secretary 1.1.1. Definition of an office secretary	Present; Raise and solve problems	C1	[1] (5 – 9); [3] (18 – 23)
2	3 (theory)	<b>Chapter 1: Overview of Office Secretary (Continued)</b> 1.1.2. Duties and classification of an office secretary 1.1.3. Position of an office secretary	Present; Raise and solve problems	C2	[1] (9 - 14); [3] (18 – 23)
3	3 (discussion)	<b>Discussion topic 1.</b>	State the discussion topic; Discussing group report	C1, C2	[1] (5 - 14); [3] (18 – 23)
4	3 (theory)	<b>Chapter 1: Overview of Office Secretary (Continued)</b> 1.2. Skills and qualities of an office secretary 1.2.1. Necessary skills 1.2.2. Necessary qualities	Present; Raise and solve problems	C2	[1] (19 - 39);
		<b>Test No. 1 (Written)</b>	Test the theory	C1, C2	[1] (19 - 39); [3] (18 – 23)
5	3 (theory)	<b>Chapter 2: Basic tasks of office secretary</b> 2.1. Preparation and provision of information for management and leadership activities	Present; Raise and solve problems	C3, C8	[1] (40 - 54); [5] (64 – 76)
6	3 (theory)	<b>Chapter 2: Basic tasks of office secretary (Continued)</b> 2.2. Organization and arrangement of agency and leadership activities 2.2.1. Building programs, plans and schedules for the agency and leadership 2.2.2. Organizing meetings, seminars and events	Present; Raise and solve problems	C4, C9	[1] (55 - 78); [3] (214 – 228); [4] (123 – 153); [5] (148– 163); [5] (163 – 172)
7	3 (discussion)	<b>Discussion topic 2.</b>	State the discussion topic; Discussing group report	C3, C8, C9	[1] (19 - 78); [3] (214 – 228); [4] (123 – 153);

No.	Period	Contents	Teaching Methodology	CLOs	References
					[5] (148– 163);
8	3 (theory)	<b>Chapter 2: Basic tasks of office secretary (Continued)</b> 2.2. Organization and arrangement of agency and leadership activities 2.2.3. Organizing business trips for officers in the agency and for the leadership	Present; Raise and solve problems	C4, C9	[1] (55 - 91); [3] (229 – 239) [5] (163 – 172)
9	3 (theory)	<b>Chapter 2: Basic tasks of office secretary (Continued)</b> 2.3. Administrative communication tasks 2.3.1. Forms of communication 2.3.2. Principles of administrative communication	Present; Raise and solve problems	C4	[1] (92 – 106); [3] (240 – 241)
10	3 (discussion)	<b>Discussion topic 3.</b>	State the discussion topic; Discussing group report	C4, C9	[1] (55 - 106); [3] (240 – 241) [5] (163 – 172)
11	3 (theory)	<b>Chapter 2: Basic tasks of office secretary (Continued)</b> 2.3. Administrative communication tasks 2.3.3. Communication skills 2.3.4. Specific communication tasks in the office secretary's activities.	Present; Raise and solve problems	C4	[1] (106 - 144); [2] (95 – 107); [5] (96 – 142)
12	3 (discussion)	<b>Discussion topic 4.</b>	State the discussion topic; Discussing group report	C4, C9	[1] (106 - 144); [2] (95 – 107); [5] (96 – 142)
13	3 (theory)	<b>Chapter 2: Basic tasks of office secretary</b> 2.4. Document editing and archiving tasks 2.4.1. Editing and drafting documents 2.4.2. Document management and archiving.	Present; Raise and solve problems	C6, C7	[1] (145 - 160); [2] (18 – 68); [3] (94- 145); [5] (172 – 312)
		<b>Test No. 2 (Written)</b>	Test the theory	C3, C4, C6, C7, C8, C9	[1] (145 - 160); [2] (18 – 68); [3] (94- 145); [4] (63 – 75); [5] (172 – 312)
14	3 (theory)	<b>Chapter 3: The relationship of office secretary with leaders and colleagues</b>	Present; Raise and solve problems	C5, C10	[1] (161 - 167); [2] (184 - 131);

No.	Period	Contents	Teaching Methodology	CLOs	References
		3.1. The Relationship between Office Secretary and Leaders 3.1.1. Respect for Leaders 3.1.2. Compliance with the Decisions of Leaders 3.1.3. Protecting the Reputation of Leaders			
15	3 (discussion)	<b>Discussion topic 5.</b>	State the discussion topic; Discussing group report	C5, C10	[1] (161 - 167); [2] (184 - 131);
16	3 (theory)	<b>Chapter 3: The relationship of office secretary with leaders and colleagues (Continued)</b> 3.2. The Relationship between Office Secretary and Colleagues 3.2.1. Mutual Understanding 3.2.2. Unity, Support, and Cooperation	Present; Raise and solve problems	C5, C10	[1] (168 - 171);
17	3 (discussion)	<b>Discussion topic 6.</b>	State the discussion topic; Discussing group report	C5, C10	[1] (168 - 171);
18	3 (theory)	<b>Chapter 3: The relationship of office secretary with leaders and colleagues (Continued)</b> 3.2.3. The Relationship with Colleagues Must be Sincere and Honest.	Present; Raise and solve problems	C5, C10	[1] (168 - 171);
		<b>Test No. 3 (Written)</b>	Test the theory	C5, C10	[1] (168 - 171); [2] (184 - 131);

**10. Competent Authority Approval:** University of Information and Communication Technology

June 5<sup>th</sup>, 2017.

**Vice of Rector**

**Vice of Dean**

**Vice of Department**

**Composer of Team**





**Dinh Thi Nguyen**



**La Thi Quynh Mai**




**Do Dinh Cuong**

**Vu Xuan Nam**

**Dinh Thi Nguyen**

