

COURSE SYLLABUS

(Training level: Undergraduate)

Vietnamese Course Title: Tổ chức lao động khoa học và trang thiết bị văn phòng

English Course Title: Organization of scientific labor and office equipment

Course Code: OSE331.

Major: Office Administration

Version: 2021

1. General Information

- Number of credits: 03 (Theory: 03; Practice: 0)

- Types of Knowledge:

General Education		Basic 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 Course of Graduation Thesis <input type="checkbox"/>

- Required course: None

- Pre-requisite: Professional Secretary

- Co-requisite: None

2. Time Allocated

Total: 54 Periods	Theory: 33 periods
	Discussion/ Group Presentation: 18/0
	Assignment/ Essay/ Practice: 0/0/0.
	Number of Tests: 3 Number of Theory Tests: 3 Periods: 03 Practice: Number of Tests: 0 Periods:0
	Self-Study: 105 hours Other Activities: 0 hours

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

4. Lecturer's Information

No.	Lecturer name	Phone number	Address	Note
1	MSc. Do Thi Dieu Thu	0356091799	dtdthu@ictu.edu.vn	Leader
2	MSc. Bui Quynh Trang	0972316426	bqtrang@ictu.edu.vn	Member
3	MSc. La Thi Quynh Mai	0372655712	ltqmai@ictu.edu.vn	Member

5. Facility Requirements: Having a projector in the classroom.

6. Course Description:

Provide learners with basic knowledge about scientific labor organization theory such as theoretical basis, concepts, purposes, meaning and measures of labor organization; basic knowledge about the role of equipment for the operation of the agency's office and the relationship between the development of science and technology, the system of office equipment.

7. Objectives

Objectives	Description	PLOs	Competency Level
G1	Apply specialized knowledge about scientific labor organization to serve in practical applications	1.5.3	3
G2	Apply scientific and modern methods and forms of labor organization.	2.1.2	3
	Use modern office equipment in organizing work	2.2.2	3

8. Learning Outcomes

Objectives	CLOs	Description of CLOs	PLOs	Proficiency level
G1	G1.1	Apply knowledge of scientific labor organization in organizations	1.5.3	3
	G1.2	Apply knowledge of methods and forms of job management, labor division and collaboration, labor standards, training and human resource development in organizations.	1.5.3	3
	G1.3	Use office equipment in organization	1.5.3	3
G2	G2.1	Choose the appropriate form of labor organization for the organization	2.1.2	3

	G2.2	Execute labor division and collaboration; labor standards in organizations.	2.1.2	3
	G2.3	Execute the functions of office equipment and note the precautions during use.	2.2.2	3

9. Scientific Ethics

Actively attend theoretical classes in class, do exercises assigned by the lecturer, fully participate in discussion hours in the spirit of improving self-discipline, self-control and completing regular tests. All acts of cheating in learning and assessment will be according to regulations.

10. Detailed Contents

Period	Contents	References	CLOs	Proficiency level	Teaching Methodology	Assessment Methodology
1,2,3	Chapter 1: Overview of Scientific Labor Organization					
	A/ Classroom content: 1.1. Definition of Scientific Labor Organization 1.2. Purpose and tasks of Scientific Labor Organization	[1] [2]	G1.1	3	Present; Raise and solve problems	Judging by comments; diligence
	B/ Self-study contents: - Review of Chapter 1's knowledge content - Preview the knowledge content of section 1.3	[1] [2]	G1.1	3	Guided self-study	Motivational assessment/ Combined with due diligence
4,5,6	Chapter 1: Overview of Scientific Labor Organization (continued)					
	A/ Classroom learning content: 1.3. Principles of Scientific	[1] [2]	G1.1	3	Present; Raise and solve	Judging by comments; diligence

Period	Contents	References	CLOs	Proficiency level	Teaching Methodology	Assessment Methodology
	Labor Organization				problems	
	B/ Self-study contents: - Review of Chapter 1's knowledge content - Preview the knowledge content of section 1.4	[1] [2]	G1.1	3	Guided self-study	Motivational assessment/ Combined with due diligence
	Discussion 01					
7,8,9	A/ Classroom learning content: Lecturer: Topic guidance Student: Discuss the assigned topic according to the lecturer's instructions.	[1] [2] [3]	G1.1	3	The groups present and discuss according to the plan under the supervision of the lecturer	Judging by comments; Q&A
	B/ Self-study contents: - Students research and carry out assigned topics	[1] [2] [3]	G1.1	3	Guided self-study	Motivational assessment/ Combined with due diligence
	Chapter 1: Overview of Scientific Labor Organization (continued)					
10, 11, 12	A/ Classroom learning content: 1.4. Forms of Labor Organization	[1] [2]	G1.1	3	Present; Raise and solve problems	Judging by comments; diligence
	B/ Self-study contents: - Review of Chapter 1's	[1] [2]	G1.1	3	Guided self-study	Motivational assessment/ Combined

Period	Contents	References	CLOs	Proficiency level	Teaching Methodology	Assessment Methodology
	knowledge content - Preview the knowledge content of section 1.5					with due diligence
13, 14, 15	Chapter 1: Overview of Scientific Labor Organization (continued)					
	A/ Classroom learning content: 1.5. The Necessity of Labor Organization in State Administrative Agencies.	[2] [3]	G1.1	3	Present; Raise and solve problems	Judging by comments; diligence
	B/ Self-study contents: - Review of Chapter 1's knowledge content - Preview the knowledge content of Chapter 2	[2] [3]	G1.1	3	Guided self-study	Motivational assessment/ Combined with due diligence
16, 17, 18	Discussion 02					
	A/ Classroom learning content: Lecturer: Topic guidance Student: Discuss the assigned topic according to the lecturer's instructions.	[2] [3]	G1.1	3	The groups present and discuss according to the plan under the supervision of the lecturer	Judging by comments; Q&A
	B/ Self-study contents: - Students research and carry out assigned topics	[2] [3]	G1.1	3	Guided self-study	Motivational assessment/ Combined with due diligence
19, 20, 21	Chapter 2: Basic Content of					

Period	Contents	References	CLOs	Proficiency level	Teaching Methodology	Assessment Methodology
	Scientific Labor Organization in State Administrative Agencies					
	A/ Classroom learning content: 2.1. Building a Reasonable Organizational Structure.	[2]	G2.1	3	Present; Raise and solve problems	Judging by comments; diligence
	Periodic Test No.1	[1] [2]	G1.1 G2.1	3 3	Test the theory	Score test assessment.
	B/ Self-study contents: - Review the content of chapter 2 - Pre-read the content of section 2.2	[2]	G2.1	3	Guided self-study	Motivational assessment/ Combined with due diligence
	Chapter 2: Basic Content of Scientific Labor Organization in State Administrative Agencies (continued)					
22, 23, 24	A/ Classroom learning content: 2.2. Organizing the Working Space. 2.3. Improving Working Equipment. 2.4. Perfecting Methods and Forms of Work Management.	[2]	G1.2	3	Present; Raise and solve problems	Judging by comments; diligence
	B/ Self-study contents: - Review of Chapter 2's knowledge content - Preview the knowledge	[2]	G1.2	3	Guided self-study	Motivational assessment/ Combined with due

Period	Contents	References	CLOs	Proficiency level	Teaching Methodology	Assessment Methodology
	content of section 2.5.					diligence
25, 26, 27	Discussion 03					
	A/ Classroom learning content: Lecturer: Topic guidance Student: Discuss the assigned topic according to the lecturer's instructions.	[2]	G1.2	3	The groups present and discuss according to the plan under the supervision of the lecturer	Judging by comments; Q&A
	B/ Self-study contents: - Students research and carry out assigned topics	[2]	G1.2	3	Guided self-study	Motivational assessment/ Combined with due diligence
28, 29, 30	Chapter 2: Basic Content of Scientific Labor Organization in State Administrative Agencies (continued)					
	A/ Classroom learning content: 2.5. Labor Assignment and Cooperation.	[2]	G1.2 G2.2	3 3	Present; Raise and solve problems	Judging by comments; diligence
	B/ Self-study contents: - Review of Chapter 2's knowledge content - Preview the knowledge content of section 2.6	[2]	G1.2 G2.2	3 3	Guided self-study	Motivational assessment/ Combined with due diligence
31, 32, 33	Chapter 2: Basic Content of Scientific Labor					

Period	Contents	References	CLOs	Proficiency level	Teaching Methodology	Assessment Methodology
	Organization in State Administrative Agencies (continued)					
	A/ Classroom learning content: 2.6. Building Labor Standards.	[2] [4]	G1.2 G2.2	3 3	Present; Raise and solve problems	Judging by comments; diligence
	Periodic Test No.2	[2] [4]	G1.2 G2.2	3 3	Test the theory	Score test assessment.
	B/ Self-study contents: - Review of Chapter 2's knowledge content - Preview the knowledge content of section 2.7	[2] [4]	G1.2 G2.2	3 3	Guided self-study	Motivational assessment/ Combined with due diligence
34, 35, 36	Chapter 2: Basic Content of Scientific Labor Organization in State Administrative Agencies (continued)					
	A/ Classroom learning content: 2.7. Training and Development of Human Resources.	[2] [5] [6]	G1.2	3	Present; Raise and solve problems	Judging by comments; diligence
	B/ Self-study contents: - Review the knowledge content of Chapter 2. - Preview the knowledge content of Chapter 3.	[2] [5] [6]	G1.2	3	Guided self-study	Motivational assessment/ Combined with due diligence
37, 38, 39	Discussion 04					
	A/ Classroom learning content:	[2] [5]	G1.2	3	The groups present and	Judging by comments;

Period	Contents	References	CLOs	Proficiency level	Teaching Methodology	Assessment Methodology
	Lecturer: Topic guidance Student: Discuss the assigned topic according to the lecturer's instructions.	[6]			discuss according to the plan under the supervision of the lecturer	Q&A
	B/ Self-study contents: - Students research and carry out assigned topics	[2] [5] [6]	G1.2	3	Guided self-study	Motivational assessment/ Combined with due diligence
	Chương 3: Office Equipment					
40, 41, 42	A/ Classroom learning content: 3.1. Definition, role, and requirements of office equipment 3.2. Using photocopy machines 3.3. Using a telephone.	[2] [7] [8]	G1.3	3	Present; Raise and solve problems	Judging by comments; diligence
	B/ Self-study contents: - Review the content of chapter 3 - Pre-read the content of section 3.4	[2] [7] [8]	G1.3	3	Guided self-study	Motivational assessment/ Combined with due diligence
	Discussion 05					
43, 44, 45	A/ Classroom learning content: Lecturer: Topic guidance Student: Discuss the assigned topic according to the lecturer's instructions.	[2] [7] [8]	G1.3	3	The groups present and discuss according to the plan under the	Judging by comments; Q&A

Period	Contents	References	CLOs	Proficiency level	Teaching Methodology	Assessment Methodology
					supervision of the lecturer	
	B/ Self-study contents: - Students research and carry out assigned topics	[2] [7] [8]	G1.3	3	Guided self-study	Motivational assessment/ Combined with due diligence
46, 47, 48	Chương 3: Office Equipment (continued)					
	A/ Classroom learning content: 3.4. Using fax machines 3.5. Using printers 3.6. Using scanners 3.7. Using networked computers	[2] [7] [8]	G2.3	3	Present; Raise and solve problems	Judging by comments; diligence
	Periodic Test No.3	[2] [7] [8]	G1.3 G2.3	3 3	Test the theory	Score test assessment.
	B/ Self-study contents: - Review the content of chapter 3 - Pre-read the content of section 3.8	[2] [7] [8]	G2.3	3	Guided self-study	Motivational assessment/ Combined with due diligence
49, 50, 51	Discussion 06					
	A/ Classroom learning content: Lecturer: Topic guidance Student: Discuss the assigned topic according to the lecturer's	[2] [7] [8]	G2.3	3	The groups present and discuss according to the plan under the	Judging by comments; Q&A

Period	Contents	References	CLOs	Proficiency level	Teaching Methodology	Assessment Methodology
	instructions.				supervision of the lecturer	
	B/ Self-study contents: - Students research and carry out assigned topics	[2] [7] [8]	G2.3	3	Guided self-study	Motivational assessment/ Combined with due diligence
52, 53, 54	Chương 3: Office Equipment (continued)					
	A/ Classroom learning content: 3.8. Other office equipment	[2] [7] [8]	G2.3	3	Present; Raise and solve problems	Judging by comments; diligence
	B/ Self-study contents: Review of knowledge content from Chapter 1, Chapter 2, and Chapter 3.	[1] [2] [3]	G1.1 G2.1 G2.2	3 3 3	Guided self-study	Motivational assessment/ Combined with due diligence

11. Student Assessment

Score Scale: 10.

11.1. Test Plan:

No.	Content	Time (Period)	CLOs	Proficiency level	Assessment methods	Assessment tools	Weight %
Attendance							10
Regular Test Score							30
1	Chapter 1	21	G1.1 G2.1	3 3	Written	Written test	10

No.	Content	Time (Period)	CLOs	Proficiency level	Assessment methods	Assessment tools	Weight %
2	Chapter 2	33	G1.2 G2.2	3 3	Written	Written test	10
3	Chapter 3	48	G1.3 G2.3	3 3	Written	Written test	10
Final exam							60
	Chapter 1, 2, 3		G1.1 G1.2 G1.3 G2.1 G2.2 G2.3	3 3 3 3 3 3	Written	Written test	60

CLOs	Contents					Test Method			
	Periods 1-18	Periods 19-27	Periods 28-39	Periods 40-45	Periods 46-54	Written assessment I	Written assessment II	Written assessment III	End of Course exam
G1.1	x	x				x			x
G1.2		x	x				x		x
G1.3				x	x			x	x
G2.1		x				x			x
G2.2			x				x		x
G2.3					x			x	x

11.2 Assessment Rubrics

* Rubric 1: Attendance

Criteria assessment	Weight (%)	Very good (8.5-10)	Good (7.0-8.4)	Average (5.5-6.9)	Below average (4.0-5.4)	Poor (0-3.9)
Level of participation in classes.	70	Full class attendance	Absence from 1-9%	Absence from 10-15%	Absence from 16-20%	Absence from 20% (Banned from exams)

Criteria assessment	Weight (%)	Very good (8.5-10)	Good (7.0-8.4)	Average (5.5-6.9)	Below average (4.0-5.4)	Poor (0-3.9)
Activeness in lessons, self-study	30	Participate in questions, discussions very actively, Complete all the assignments	Participate in asking questions, discussion, doing exercises quite actively	Participate in asking questions, discussions, and doing exercises less actively.	Participate in asking questions, discussions, doing exercises with teachers' help.	Only take part in class, but not participate in asking questions, discussions, doing exercises in active ways.

*** Rubric 2: Periodic Test no 1.** (Time: 50 minutes; Form: Written; Total questions: 02; Score: 10)

Criteria assessment		Weight (%)	Quality level description				
Question	CLOs		Very Good (8.5-10)	Good (7.0-8.4)	Average (5.5-6.9)	Below Average (4.0-5.4)	Poor (0-3.9)
1	G1.1	50	Beautiful and clear presentation. Answers satisfy 90-100% of the requirements	Clearly presented. Answers address 70 to less than 90% of the requirements	The presentation is relatively clear. Answers address between 50 and less than 70% of the requirements	The presentation is not clear. Answers address between 40 and less than 50% of the requirements	The presentation is not clear. Answers resolve less than 40% of the requirements
2	G2.1	50	Beautiful and clear presentation. Answers satisfy 90-100% of the requirements	Clearly presented. Answers address 70 to less than 90% of the requirements	The presentation is relatively clear. Answers address between 50 and less than 70% of the requirements	The presentation is not clear. Answers address between 40 and less than 50% of the requirements	The presentation is not clear. Answers resolve less than 40% of the requirements

*** Rubric 3: Periodic Test no 2.** (Time: 50 minutes; Form: Written; Total questions: 02; Score: 10)

Criteria assessment		Weight (%)	Quality level description				
Question	CLOs		Very Good (8.5-10)	Good (7.0-8.4)	Average (5.5-6.9)	Below Average (4.0-5.4)	Poor (0-3.9)
1	G1.2	50	Beautiful and clear presentation. Answers satisfy 90-100% of the requirements	Clearly presented. Answers address 70 to less than 90% of the requirements	The presentation is relatively clear. Answers address between 50 and less than 70% of the requirements	The presentation is not clear. Answers address between 40 and less than 50% of the requirements	The presentation is not clear. Answers resolve less than 40% of the requirements
2	G2.2	50	Beautiful and clear presentation. Answers satisfy 90-100% of the requirements	Clearly presented. Answers address 70 to less than 90% of the requirements	The presentation is relatively clear. Answers address between 50 and less than 70% of the requirements	The presentation is not clear. Answers address between 40 and less than 50% of the requirements	The presentation is not clear. Answers resolve less than 40% of the requirements

*** Rubric 4: Periodic Test no 3.** (Time: 50 minutes; Form: Written; Total questions: 02; Score: 10)

Criteria assessment		Weight (%)	Quality level description				
Question	CLOs		Very Good (8.5-10)	Good (7.0-8.4)	Average (5.5-6.9)	Below Average (4.0-5.4)	Poor (0-3.9)
1	G1.3	50	Beautiful and clear presentation. Answers satisfy 90-100% of the	Clearly presented. Answers address 70 to less than 90% of the	The presentation is relatively clear. Answers address	The presentation is not clear. Answers address between 40	The presentation is not clear. Answers resolve less than 40% of

Criteria assessment		Weight (%)	Quality level description				
Question	CLOs		Very Good (8.5-10)	Good (7.0-8.4)	Average (5.5-6.9)	Below Average (4.0-5.4)	Poor (0-3.9)
			requirements	requirements	between 50 and less than 70% of the requirements	and less than 50% of the requirements	the requirements
2	G2.3	50	Beautiful and clear presentation. Answers satisfy 90-100% of the requirements	Clearly presented. Answers address 70 to less than 90% of the requirements	The presentation is relatively clear. Answers address between 50 and less than 70% of the requirements	The presentation is not clear. Answers address between 40 and less than 50% of the requirements	The presentation is not clear. Answers resolve less than 40% of the requirements

*** Rubric 5: Final Examination** (Time: 90 minutes; Form: Written; Total questions: 03; Score: 10)

Criteria assessment		Weight (%)	Quality level description				
Question	CLOs		Very Good (8.5-10)	Good (7.0-8.4)	Average (5.5-6.9)	Below Average (4.0-5.4)	Poor (0-3.9)
1	G1.1, G2.1	40	Beautiful and clear presentation. Answers satisfy 90-100% of the requirements	Clearly presented. Answers address 70 to less than 90% of the requirements	The presentation is relatively clear. Answers address between 50 and less than 70% of the requirements	The presentation is not clear. Answers address between 40 and less than 50% of the requirements	The presentation is not clear. Answers resolve less than 40% of the requirements
2	G1.2, G2.2	30	Beautiful and clear presentation. Answers satisfy 90-	Clearly presented. Answers address 70 to less than	The presentation is relatively clear. Answers	The presentation is not clear. Answers address	The presentation is not clear. Answers resolve less

Criteria assessment		Weight (%)	Quality level description				
Question	CLOs		Very Good (8.5-10)	Good (7.0-8.4)	Average (5.5-6.9)	Below Average (4.0-5.4)	Poor (0-3.9)
			100% of the requirements	90% of the requirements	address between 50 and less than 70% of the requirements	between 40 and less than 50% of the requirements	than 40% of the requirements
3	G1.3, G2.3	30	Beautiful and clear presentation. Answers satisfy 90-100% of the requirements	Clearly presented. Answers address 70 to less than 90% of the requirements	The presentation is relatively clear. Answers address between 50 and less than 70% of the requirements	The presentation is not clear. Answers address between 40 and less than 50% of the requirements	The presentation is not clear. Answers resolve less than 40% of the requirements

12. Study materials

A. Main Syllabus

[1] Nguyen Tiep, (2011), *Labor Organization textbook*, Labour and social publisher company limited, Ha Noi.

B. References

[2] The lecturer group (2021), *Lecture on Scientific Labor Organization and Office Equipment*, Faculty of Economic Information Systems, University of Information Technology and Communications.

[3]. National Academy of Public Administration, (2009), *Office Administration in State Agencies*, Science and Technics Publishing House

[4] Law No. 45/2019/QH14 dated November 20, 2019, issued by the National Assembly, the Labor Code.

[5] Law No. 52/2019/QH14 dated November 25, 2019, by the National Assembly, the Law on Cadres and Civil Servants and the Law on Public Employees.

[6]. Decree No. 117/2003/ND-CP dated 10/10/2003 by the Government on recruitment, utilization and management of civil servants in state agencies.

[7]. Law No. 15/2017/QH14 dated June 21, 2017 of the National Assembly on Management and Use of Public Assets.

[8]. Decision 58/2015/QĐ-TTg, issued on November 17, 2015 by the Prime Minister of the Government of Vietnam, on standards, quotas, management regimes, and use of machinery and equipment in state agencies, organizations, and public sector entities.

13. 1st Approval Date: *September 11th, 2021*

14. Competent Authority Approval: University of Information and Communication Technology

Vice of Rector



Do Dinh Cuong

Vice of Dean



Truong Tuan Linh

Vice of Department



Dinh Thi Nguyen

Composer of Team

Do Thi Dieu Thu



Bui Quynh Trang



La Thị Quynh Mai

