COURSE SYLLABUS
(Training level: Undergraduate)

Vietnamese Course Title: Tổ chức quản lý công tác văn thư - lưu trữ

English Course Title: Organize and manage to clerical - archive

Course Code: MOA231

Major: Office administration

Version: 2021

1. General information

- Number of credits: 03 (Theory: 03, Practice: 0).

- Type of Knowledge:

General Education		Base core courses		Major core courses		Concentration courses		Others
Required ☐	Optional ☐	Required ☐	Optional ☐	Required ☒	Optional ☐	Required ☐	Optional ☐	Alternative Course of Graduation Thesis ☐

- Required course: None

- Pre-requisite: Introduction to Clerical, Introduction to Archive

- Co-requisite: None

2. Time Allocated

Total: 54 periods	Theory: 33 periods
	Group Discussion/Presentation: 18 periods
	Assignments/Essays/Practices: 0/0/0 periods.
	Tests: 03 + *Theory: Number of Tests:02 Periods:02* + *Discussion: Number of Tests:01 Periods:01*
	Self-study: 105 periods Other activities: 0

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

4. Lecturer's Information

No.	Lecturer name	Phone number	Email	Note
1	MSc. Do Thi Dieu Thu	0356091799	dtdthu@ictu.edu.vn	Leader
2	PhD. Bui Ngoc Tuan	0912239370	bntuan@ictu.edu.vn	Member
3	MSc. Ha Van Vuong	0963818299	hvvuong@ictu.edu.vn	Member

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

6. Course Description:

This course provides learners with basic knowledge about the organization of the apparatus and management of the Nation for clerical and archival activities in general and the organization and management of documents and archives in the agency in particular. Contents of basic knowledge about: organization of the human resources apparatus; promulgating directing documents; organizational guidelines; professional instructions; building archives; activities of examining and evaluating, etc.

7. Objectives

Objectives	Description	PLOs	Competency Level
G1	Apply knowledge of management in organizing and performing clerical and archival work.	1.4.2	3
	Apply knowledge of organize and manage of clerical to solve clerical tasks in practice.	1.5.1	3
	Apply knowledge of organize and manage of archival to solve archival tasks in practice.	1.5.2	3
G2	Ability to think in problem solving on organize and manage of clerical and archival.	2.3.1	3
G3	Applying state regulations in the field of clerical - archival.	4.2.1	3

8. Learning Outcomes

Objectives	CLOs	Description of CLOs	PLOs	Proficiency level
G1	G1.1	Apply knowledge of organize and manage of clerical and archival to determine the system of management apparatus, legal basis and responsibility for managing and performing	1.4.2	3

Objectives	CLOs	Description of CLOs	PLOs	Proficiency level
		clerical and archival work.		
	G1.2	Apply knowledge of organize and manage of archival to determine the current status of organize and manage of clerical.	1.5.1	
	G1.3	Apply knowledge of organize and manage of clerical to determine the current status of organize and manage of archival.	1.5.2	
G2	G2.1	Develop appropriate solutions to solve issues of organize and manage of clerical and archival in agencies, organizations.	2.3.1	3
G3	G3.1	Apply state regulations in the field of clerical - archival.	4.2.1	3

9. Scientific ethics

Actively participate in theoretical classes in class, do exercises assigned by teachers, fully participate in practical 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	Competency Level	Teaching Methodology	Assessment Methodology
1,2,3	**Chapter 1: Organizing and managing clerical work in agencies and organizations**					
	A/ Classroom learning content: 1.1 Overview of clerical work and organization of clerical work management	[1], [3]	G1.1	3	Present; Raise and solve problems	Judging by comments; diligence
	B/ Self-study Students' self-study before the content of the next lesson.	[1], [3]	G1.1	3	Guided self-study	Motivational assessment/ Combined with due diligence
4,5,6	**Chapter 1: Organizing and managing clerical work in agencies and organizations (Continued)**					
	A/ Classroom learning content: 1.2. Legal basis for the organization and	[1],	G1.1	3	Present; Raise and solve	Judging by comments;

Period	Contents	References	CLOs	Competency Level	Teaching Methodology	Assessment Methodology
	management of clerical work in agencies and organizations.	[5], [6]	G3.1		problems	diligence
	B/ Self-study Students' self-study before the content of the next lesson.	[5], [6]	G1.1 G3.1	3	Guided self-study	Motivational assessment/ Combined with due diligence
7,8,9	**Chapter 1: Organizing and managing clerical work in agencies and organizations (Continued)**					
	A/ Classroom learning content: 1.3. Organization of the correspondence management apparatus.	[1], [2], [3]	G1.1	3	Present; Raise and solve problems	Judging by comments; diligence
	B/ Self-study Students' self-study before the content of the next lesson.	[1], [2], [3]	G1.1	3	Guided self-study	Motivational assessment/ Combined with due diligence
10,11,12	**Discussion 1.**					
	A/ Classroom learning content: Instructor: Subject guide Students: Discuss the assigned topic under the guidance of the lecturer	[1], [3]	G1.1 G3.1	3	The groups present and discuss according to the plan under the supervision of the lecturer	Judging by comments; Q&A
	B/ Self-study - Students research and implement topics as assigned	[1], [3]	G1.1 G3.1	3	Guided self-study	Motivational assessment/ Combined with due diligence
13,14,15	**Chapter 1: Organizing and managing clerical work in agencies and organizations (Continued)**					
	A/ Classroom learning content: 1.4. Responsibilities for managing and carrying out correspondence management in agencies and	[1], [5]	G1.1	3	Present; Raise and solve problems	Judging by comments; diligence

Period	Contents	References	CLOs	Competency Level	Teaching Methodology	Assessment Methodology
	organizations	[6]				
	Periodic Test No.1	[1]	G1.1 G3.1	3 3	Test the theory	Score test assessment
	B/ Self-study Students' self-study before the content of the next lesson.	[1], [5]	G1.1	3	Guided self-study	Motivational assessment/ Combined with due diligence
16,17,18	**Chapter 2: Improving the effectiveness of correspondence management organization in agencies and organizations**					
	A/ Classroom learning content: 2.1. Actual situation of organization and management of clerical work in agencies and organizations	[1]	G1.2	3 3	Present; Raise and solve problems	Judging by comments; diligence
	B/ Self-study Students' self-study before the content of the next lesson.	[1], [6]	G1.2	3	Guided self-study	Motivational assessment/ Combined with due diligence
19,20,21	**Discussion 2.**					
	A/ Classroom learning content: Instructor: Subject guide Students: Discuss the assigned topic under the guidance of the lecturer	[1], [3]	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 - Students research and implement topics as assigned	[1], [3]	G1.2	3	Guided self-study	Motivational assessment/ Combined with due diligence
22,23,24	**Chapter 2: Improving the effectiveness of correspondence management organization in agencies and organizations** (Continued)					
	A/ Classroom learning content: 2.2. Solutions to improve the	[1],	G1.2	3 3	Present; Raise and solve	Judging by comments;

Period	Contents	References	CLOs	Competency Level	Teaching Methodology	Assessment Methodology
	effectiveness of correspondence management organization in agencies and organizations		G2.1		problems	diligence
	B/ Self-study Students' self-study before the content of the next lesson.	[1]	G1.2 G2.1	3	Guided self-study	Motivational assessment/ Combined with due diligence
25,26,27	**Discussion 3.**					
	A/ Classroom learning content: Instructor: Subject guide Students: Discuss the assigned topic under the guidance of the lecturer	[1], [3]	G1.2 G2.1	3	The groups present and discuss according to the plan under the supervision of the lecturer	Judging by comments; Q&A
	B/ Self-study - Students research and implement topics as assigned	[1], [3]	G1.2 G2.1	3	Guided self-study	Motivational assessment/ Combined with due diligence
28,29,30	**Chapter 3: Organization of records management in agencies and organizations**					
	A/ Classroom learning content: 3.1. Overview of records management and organization of records management.	[1]	G1.1	3 3	Present; Raise and solve problems	Judging by comments; diligence
	B/ Self-study Students' self-study before the content of the next lesson.	[1]	G1.1	3	Guided self-study	Motivational assessment/ Combined with due diligence
31,32,33	**Chapter 3: Organization of records management in agencies and organizations** (Continued)					
	A/ Classroom learning content: 3.2. Legal basis for the organization of records management in agencies and organizations	[1], [4],	G1.1 G3.1	3	Present; Raise and solve problems	Judging by comments; diligence

Period	Contents	References	CLOs	Competency Level	Teaching Methodology	Assessment Methodology
		[6]				
	B/ Self-study Students' self-study before the content of the next lesson.	[1], [4]	G1.1 G3.1	3	Guided self-study	Motivational assessment/ Combined with due diligence
34,35,36	**Chapter 3: Organization of records management in agencies and organizations** (Continued)					
	A/ Classroom learning content: 3.3. Organization of records management apparatus	[1], [2]	G1.1	3	Present; Raise and solve problems	Judging by comments; diligence
	B/ Self-study Students' self-study before the content of the next lesson.	[1], [2]	G1.1	3	Guided self-study	Motivational assessment/ Combined with due diligence
37,38,39	**Discussion 4.**					
	A/ Classroom learning content: Instructor: Subject guide Students: Discuss the assigned topic under the guidance of the lecturer	[1], [3]	G1.1 G3.1	3	The groups present and discuss according to the plan under the supervision of the lecturer	Judging by comments; Q&A
	B/ Self-study - Students research and implement topics as assigned	[1], [3]	G1.1 G3.1	3	Guided self-study	Motivational assessment/ Combined with due diligence
40,41,42	**Chapter 3: Organization of records management in agencies and organizations** (Continued)					
	A/ Classroom learning content: 3.4. Responsibilities for managing and carrying out records management in agencies and organizations	[1], [4], [6]	G1.1	3	Present; Raise and solve problems	Judging by comments; diligence
	Periodic Test No.2	[1]	G1.1	3	Test the theory	Score test assessment

Period	Contents	References	CLOs	Competency Level	Teaching Methodology	Assessment Methodology
			G3.1			
	B/ Self-study Students' self-study before the content of the next lesson.	[1], [4]	G1.1	3	Guided self-study	Motivational assessment/ Combined with due diligence
43,44,45	**Chapter 4: Improving the effectiveness of records management organization in agencies and organizations**					
	A/ Classroom learning content: 4.1. The current situation of records management organization in agencies and organizations	[1]	G1.3	3	Present; Raise and solve problems	Judging by comments; diligence
	B/ Self-study Students' self-study before the content of the next lesson.	[1]	G1.3	3	Guided self-study	Motivational assessment/ Combined with due diligence
46,47,48	**Discussion 5.**					
	A/ Classroom learning content: Instructor: Subject guide Students: Discuss the assigned topic under the guidance of the lecturer	[1], [3]	G1.3	3	The groups present and discuss according to the plan under the supervision of the lecturer	Judging by comments; Q&A
	B/ Self-study - Students research and implement topics as assigned	[1], [3]	G1.3	3	Guided self-study	Motivational assessment/ Combined with due diligence
49,50,51	**Chapter 4: Improving the effectiveness of records management organization in agencies and organizations** (Continued)					
	A/ Classroom learning content: 4.2. Solutions to improve the effectiveness of records management organization in agencies and organizations.	[1]	G1.3 G2.1	3	Present; Raise and solve problems	Judging by comments; diligence

Period	Contents	References	CLOs	Competency Level	Teaching Methodology	Assessment Methodology
	Periodic Test No.3	[1]	G1.2 G1.3 G2.1	3	Group report	Judging by comments and scores
	B/ Self-study Students' self-study before the content of the next lesson.	[1]	G1.3 G2.1	3	Guided self-study	Motivational assessment/ Combined with due diligence
52,53,54	**Discussion 6.**					
	A/ Classroom learning content: Instructor: Subject guide Students: Discuss the assigned topic under the guidance of the lecturer	[1], [3]	G1.3 G2.1	3	The groups present and discuss according to the plan under the supervision of the lecturer	Judging by comments; Q&A
	B/ Self-study Review and summarize.	[1], [3]	G1.3 G2.1	3	Guided self-study	Motivational assessment/ Combined with due diligence

11. Student Assessment: *Score Scale*: **10.**

11.1. Test Plan:

No.	Contents	Time (Period)	CLOs	Proficiency level	Assessment methods	Assessment Tool	Weight %
Attendance							**10**
Progress tests							**30**
1	Chapter 1	15	G1.1 G3.1	3 3	Written	Periodic Test No. 1	10
2	Chapter	42	G1.1 G3.1	3 3	Written	Periodic Test No. 2	10

3	Chapter 2,4	51	G1.2	3	Discussion report	Periodic Test No. 3	10
			G1.3	3			
			G2.1	3			
Final Examination							**60**
	Chapter 1-4		G1.1	3	Written	Final Examination	60
			G1.2	3			
			G1.3	3			
			G2.1	3			
			G3.1	3			

CLOs	Contents				Test Method			
	Periods 1-15	Periods 16-27	Periods 28-42	Periods 43-54	Written assessment I	Written assessment II	Report Assessment III	End of Course exam
G1.1	x		x		x	x		x
G1.2		x		x			x	x
G1.3				x			x	x
G2.1		x		x			x	x
G3.1	x		x		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)
Full 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)
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	G3.1	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	G1.1	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	G3.1	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 4: Periodic Test no 3. *(Form: Discussion; Groups are assigned topics and present their results in groups)*

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)
Content	G1.2 G1.3	70	Clear, concise, and error-free. Smooth presentation. The content is on-topic and meets 90-100% of the requirements	Clear and concise, with fewer than 10 spelling errors. The presentation is somewhat disorganized. The content is on-topic and meets 70-90% of the requirements	Contains 11-20 spelling errors but is still fairly clear. The presentation is difficult to follow. The content is on-topic but only meets 50-70% of the requirements	Not clear or concise, with over 20 spelling errors. Poorly presented. The content is on-topic but only meets 40-50% of the requirements	Not clear or concise, with very small font and numerous spelling errors. Poorly presented. The content is on-topic but only meets less than 40% of the requirements
Skill	G2.1	30	Develop a suitable solution to address the issue of managing documents and archives in the organization, achieving 90-100% of the requirements	Developed a solution that is not entirely suitable to solve the issue of managing documents and archives in the organization, meeting 70-90% of the requirements	Developing an inappropriate solution to address the issue of managing document-archiving activities in the organization, meeting 50-70% of the requirements	Proposing a solution that is not suitable to address the issue of managing document archives and storage within the organization, meeting 40-50% of the requirements	No solution proposed to solve the issue of managing document and archive in the organization, meeting 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, G3.1	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
2	G1.2, G1.3, G2.1	40	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 and less than	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	50% of the requirements	the requirements
3	G1.1	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. Reading List

A. Main Syllabus

[1] Hoang Le Minh, (2009), *Professional Records Archives*, Culture and Information Publishing House.

B. References:

[2]. Academy of Administration, (2010), *Lecture book: Organization of the state administrative apparatus*.

[3]. Vuong Dinh Quyen, (2005), *Theory and methods of clerical work*, Hanoi National University Publishing House.

[4]. Dao Xuan Chuc, Nguyen Van Ham, Vuong Dinh Quyen, (1990), *Theory and practice of archival work*, University Publishing House and Professional Education

[5]. Law on Archives, No. 01/2011/QH13.

[6]. Decree No. 30/2020/ND-CP issued on March 5, 2020 of the Government on clerical work.

13. First approval date: September 11st, 2021

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

Vice Rector	Vice of Dean	Vice of Department	Composer Team
			Do Thi Dieu Thu
			Bui Ngoc Tuan
Do Dinh Cuong	Truong Tuan Linh	Dinh Thi Nguyen	Ha Van Vuong