

**OUTPUT STANDARDS BY CDIO ACCESSORIES OF GENUINE UNIVERSITY
TRAINING PROGRAMS APPLIED TO COURSES FROM K20**

Issued together with Decision No. 415/QĐ-ĐHCNT&TT dated June 30, 2021 of the Rector of the University of Information and Communication Technology-Thai Nguyen University

OFFICE ADMINISTRATION

I. General Information

- Name of training:
- + Vietnamese: Quản trị văn phòng
- + English: Office Administration
- Training code: 7340406
- Education level: Bachelor's degree
- Name of diploma:
- + Degree: Bachelor of Office Administration
- + Training period: 4 years
- + Implement output standards: L1, L2, L3, L4, L5, L6, L7, L8, L9, L10, L11, L12, L13, L14, L15 and L16

II. Target

2.1. General objective

Training programs for bachelor's degrees aim to provide students with comprehensive professional knowledge, mastery of the principles and laws of nature and society, basic practical skills, and the ability to work independently, creatively, and solve problems in the Office Administration program.

2.2. Specific goals

- O1. General education knowledge about political theory, law, physical education, national defense, foreign languages, basic informatics, and office culture.
- O2. Basic knowledge of industry groups, industry bases on economics, administration, clerical, archival, and office administration.
- O3. Specialized knowledge in clerical, archival, and office administration.

O4. Skills in operating and exploiting clerical-archival and administrative processes and operations; Evaluate and propose information technology solutions in clerical-archival and office administration.

O5. Skills in teamwork, presentation, planning, organization, and implementation of work in clerical - archival, and office administration; Effective communication skills in an organizational environment.

O6. Compliance with laws and labor discipline, Responsibilities at work, Self-research ability, and a sense of learning improve professional qualifications.

III. Output standard

Notation		PLOs of OA programme	Proficiency level
PLO			
1		Technical knowledge and reasoning	
<i>1.1</i>	<i>L1</i>	<i>Apply basic knowledge about physical education, defense and security, and social sciences (such as political theory, law, and corporate culture) to solve related problems in professional, professional, and life fields.</i>	<i>3</i>
1.1.1		Apply knowledge of Marxism-Leninism, Ho Chi Minh's thought, and the Party's viewpoints to perceive scientific, technical, and technological issues, building political bravery and developing moral values and responsibility to self, family, and social community.	3
1.1.2		Apply the policies and laws of the State and corporate culture to integrate and work effectively in the collective (enterprise) and the community.	3
1.1.3		Apply knowledge of national defense and security and physical education to realize the responsibility for the cause of national defense and health training to ensure assigned tasks.	3
<i>1.2</i>	<i>L2</i>	<i>Achieve a foreign language proficiency of level 3/6 (B1) according to the European Framework of References for 6 Levels (CEFR) or an equivalent international certificate.</i>	<i>4</i>
1.2.1		Apply basic vocabulary and grammar knowledge to meet the professional knowledge acquisition.	3
1.2.2		Synthesize learned knowledge and language skills to listen, speak, read, and	4

Notation		PLOs of OA programme	Proficiency level
PLO			
		write on familiar topics in life and work.	
1.3	L3	<i>Computer skills: Obtain one of the following certificates: IC3, MOS, ICDL, or Certificate of Information Technology Application (according to Circular 03/2014/TT-BTTTT of the Ministry of Information and Communications).</i>	3
1.3.1		Basic knowledge of information technology.	2
1.3.2		Use a basic calculator.	3
1.3.3		Basic word processing.	3
1.3.4		Use basic spreadsheets.	3
1.3.5		Use a basic slideshow.	3
1.3.6		Basic Internet usage.	3
1.4	L4	<i>Apply basic knowledge of economics, management, and IT to acquire professional knowledge and the ability to study at a higher level.</i>	3
1.4.1		Apply economic knowledge in studying economic factors and marketing policies in related fields.	3
1.4.2		Apply management knowledge in organizing and performing clerical-archival operations and office administration.	3
1.4.3		Apply IT knowledge in professional practice.	3
1.5	L5	<i>Apply specialized knowledge in clerical-archival and office administration in professional activities.</i>	3
1.5.1		Apply clerical knowledge to perform clerical tasks in practice.	3
1.5.2		Apply archival knowledge to perform practical archival tasks.	3
1.5.3		Apply knowledge of office administration to perform office administrative tasks in practice.	3
2		Skills, personal and professional qualities	
2.1	L6	<i>Handling clerical - archiving, and office administrative tasks.</i>	3
2.1.1		Clerical and archival services ensure fast, accurate, and scientific.	3
2.1.2		Operate office administrative operations to ensure science and modernity.	3

Notation		PLOs of OA programme	Proficiency level
PLO			
2.2	<i>L7</i>	<i>Operate modern office models and exploit office equipment.</i>	3
2.2.1		Operate modern office models.	3
2.2.2		Using office equipment in clerical - archival, and office administration.	3
2.3	<i>L8</i>	<i>The ability to think in solving problems in the clerical - archival, office administration.</i>	3
2.3.1		The ability to think in problem-solving in the field of clerical - archival.	3
2.3.2		The ability to think in solving problems in the field of office administration.	3
2.4	<i>L9</i>	<i>Have professional ethics.</i>	3
2.4.1		Do the work responsibly.	3
2.4.2		Comply with labor laws, principles, and discipline.	3
2.5	<i>L10</i>	<i>Practice and learn for life.</i>	3
2.5.1		Ability to self-study to improve knowledge at work.	3
2.5.2		Consciousness to learn and improve professional qualifications.	3
3		Communication skills and Teamwork.	
3.1	<i>L11</i>	<i>Ability to work independently and in groups.</i>	3
3.1.1		Implement personal planning in office administration.	3
3.1.2		Implement group work planning in office administration.	3
3.2	<i>L12</i>	<i>Apply communication skills in professional relationships.</i>	3
3.2.1		Practice presentation, presentation, and analytical negotiation skills.	3
3.2.2		Practice critical skills in administrative communication.	3
4		Conceptualize, design, implement, and operate in corporate and social contexts.	
4.1	<i>L13</i>	<i>Ability to detect and analyze factors affecting the organization.</i>	4
4.1.1		Ability to collect and process information for management activities.	3
4.1.2		Select a plan to provide information and advice to leaders.	4

Notation		PLOs of OA programme	Proficiency level
PLO			
4.2	L14	<i>Apply state regulations in professional practice.</i>	3
4.2.1		Applying state regulations in the field of clerical - archival.	3
4.2.2		Apply state regulations in the field of office administration.	3
4.3	L15	<i>Outline information technology solutions in clerical work - archiving.</i>	4
4.3.1		Indicate solutions to using information technology in clerical and archival work.	4
4.3.2		Applying supporting software in clerical work - archiving.	3
4.4	L16	<i>Outline information technology solutions in the field of office administration.</i>	4
4.4.1		Indicate solutions to using information technology in the field of office administration.	4
4.4.2		Applying software to support the field of office administration.	3

IV. WORKING POSITION AFTER GRADUATION

Graduates of office administration can work in state agencies, socio-political organizations, companies, and enterprises with positions of authority. Specific jobs such as:

- Officers doing clerical work, archiving, administration, office, assistant, secretary, receptionist, clerical – archiving, ...
- Can continue to study and research at the graduate level and graduate student to become an expert in the field of office administration.
- Lecturers of universities, colleges, academies, and centers with specialized office administration clerical-archival training.

VICE RECTOR

Ph.D Vu Duc Thai

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