THAI NGUYEN UNIVERSITY

UNIVERSITY OF INFORMATION AND COMMUNICATION TECHNOLOGY

PROGRAMME SPECIFICATION

FOR OFFICE ADMINISTRATION EDUCATION PROGRAMME

THAI NGUYEN - 2017

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THAI NGUYEN UNIVERSITY
UNIVERSITY OF INFORMATION AND COMMUNICATION TECHNOLOGY
FACULTY OF ECONOMIC INFORMATION SYSTEMS

PROGRAMME SPECIFICATION
OF OFFICE ADMINISTRATION EDUCATION PROGRAMME
Decision No 809/QĐ-ĐHCNTT&TT dated on August 1st, 2017 by the Rector

of TNU - University of Information and Communication Technology

I. BASIC INFORMATION ABOUT THE TRAINING PROGRAM

1. Training major name

+ Vietnamese name: Quản trị văn phòng

+ Englist name: Office administration

2. Training major code: 7340406

3. Major

+ Vietnamese name: Hành chính văn phòng

+ Englist name: Office administration

4. Type of trainning: Formal

5. Diploma name: Bachelor of Office administration

6. Training and diploma-granting unit: University of Information Technology and Communication - Thái Nguyên University

II. DESCRIPTION OF TRAINING PROGRAM

2.1. Training Objectives

2.1.1. General objective

Training bachelor's degree in Office Administration, majoring in Office Administration to have political qualities, professional ethics and good sense of organization and discipline; Have basic knowledge of administration and management; Have in-depth knowledge in the field of Administration, Organization and Office Administration; Have the ability to build, deploy and standardize business processes in the field of Administration, Organization and Office Administration; Have the ability to research, deploy and apply solutions on Information technology and Communication in the field of Administration, Organization and Office Administration; Capture and predict the development trend of office work and office administration in a modern direction, in order to meet the requirements of implementing E-government and Administrative procedure reform in our country.

2.1.2. Specific objective

- Have basic and in-depth knowledge in the field of administration, organization and office administration; Standardize business processes in the field of administration, organization and office administration; Propose solutions on information technology and communication in the field of administration, organization and office administration; Apply the development trend of office work and office administration in a modern direction.

- Have good health, ensure the ability to work with high intensity;

- Have full knowledge of politics, security and defense, law as required by the Ministry of Education & Training;

- Have the ability to use foreign languages for work;

- Have the necessary soft skills for work.

2.2. Output standards of the training program

PLO Symbol	Output standards (PLOs)
L1	Have the ability to proficiently use professional skills of office work and office administration.
L2	Have the ability to think and ratiocinate politically to acquire knowledge of the Office administration major.
L3	Attain foreign language proficiency level 3/6 Vietnamese foreign language competency framework.
L4	Have the ability to flexibly and creatively apply knowledge to the practice of office work and office administration.
L5	Have the ability to effectively apply information technology to the practice of office work and office administration.
L6	Have the ability to use proficiently modern office equipment and application software programs in clerical work, archival and office administration.
L7	Have the ability to apply information technology to reform office administration and build e-government.
L8	Have the ability to communicate and present well; Ability to collect and process information, organize work; Ability to write reports, present and express; Ability to work independently and in a team in Administrative work and office administration.
L9	Be aware of the need for lifelong learning, have self-study and self-research skills.

PLO Symbol	Output standards (PLOs)
L10	Have full health, ethics, and necessary qualities to serve the cause of industrialization and modernization of the country.

2.3. Matching matrix between the modules with the output standards of the training program

NO.	Course	Output standards of the training programs									
		L1	*L2*	*L3*	*L4*	*L5*	*L6*	*L7*	*L8*	*L9*	*L10*
General education knowledge block											
1	The Basic Principles of Marxism 1		x								
2	The Basic Principles of Marxism 2		x								
3	Revolutionary lines of Vietnamese Communist Party		x						x	x	
4	Ho Chi Minh's Ideology		x							x	
5	English 1			x							
6	English 2			x							
7	English 3			x							
8	English 4			x							
9	General law		x							x	
10	General economics		x								
11	Psychology for leadership and management		x								
12	General Informatics								x		
13	Soft skills		x						x		x
Basic knowledge block											
NO.	Course	Output standards of the training programs									
		L1	*L2*	*L3*	*L4*	*L5*	*L6*	*L7*	*L8*	*L9*	*L10*
1	Administration Science	x			x						
2	Compiling and Issuing E-documents	x			x			x			
3	Introduction to Clerical	x	x		x					x	
4	Introduction to Archive	x			x					x	
5	Organize and manage to clerical - archive	x			x						
6	Archiving multimedia document				x	x	x				
7	Electronic spreadsheet	x				x		x			
8	Research Methods in Socioeconomics									x	x

NO.	Course	L1	L2	L3	L4	L5	L6	L7	L8	L9	L10
9	Office Administration	x			x	x				x	
10	Microsoft Word	x				x		x		x	
11	Management information systems	x				x		x			
12	Analyzing and designing office information systems.	x				x		x			

Specialized knowledge block

NO.	Course	Output standards of the training programs									
		L1	L2	L3	L4	L5	L6	L7	L8	L9	L10

Required Courses/Modules

NO.	Course	L1	L2	L3	L4	L5	L6	L7	L8	L9	L10
1	Professional receptionist – organizing meeting	x			x				x		
2	Administration - office profession	x			x				x		
3	Professional secretary	x			x				x		
4	Organization of scientific labor and office equipment	x			x		x				
5	Electronic office	x			x	x		x		x	
6	Administration and organization of office administrative event	x			x					x	
7	Quality Management	x			x		x			x	
8	E-Office Work Plan Management	x			x	x		x		x	
9	Advanced office administration	x			x			x		x	

Elective Courses/Modules

Elective courses in the direction of Administration

NO.	Course	L1	L2	L3	L4	L5	L6	L7	L8	L9	L10
1	Time management	x			x	x	x				
2	Consultation and Synthetic Operation	x			x				x		
3	Online Public Services	x						x			

Elective courses in the direction of Office

NO.	Course	L1	L2	L3	L4	L5	L6	L7	L8	L9	L10
1	Office culture				x				x		
2	Management of office facilities				x		x				
3	Office accounting profession				x		x				

Elective courses in the direction of Modern office administration

NO.	Course	L1	L2	L3	L4	L5	L6	L7	L8	L9	L10
1	In-and-out Correspondence Management	x				x	x				
2	Information administration	x			x						
3	Office human resource administration	x				x	x				

Internship/ Graduation Project

NO.	Course	Output standards of the training programs									
		L1	L2	L3	L4	L5	L6	L7	L8	L9	L10
1	Basic internship				x	x	x	x	x	x	

NO.	Course/module	1	2	3	4	5	6	7	8	9
2	Graduation internship				x	x	x	x	x	x	
3	Graduation project				x	x	x	x	x	x	
Courses/modules replacing Graduation thesis											
1	Negotiation and conflict administration	x							x	
2	Administration Innovation and administrative procedure reform				x	x	x	x		
3	E-profile Making and Management	x			x	x	x			
4	Information for Leadership and Management	x			x					
5	Scientific organization of documents archiving institutional archive font	x			x					

2.4. Training time

4 years spread over 8 semesters.

2.5. The volume of knowledge of the whole course

- The volume of knowledge of the whole course: 125 credits (*excluding Physical Education, National Defense - Security modules*).

- Structure of the training program:

NO.	Knowledge group	Credits

1	**General knowledge**
	- Political Course: 10 credits
	- Natural/social sciences, informatics:
	    + Mandatory: 13 credits
	    + Optional: 0 credits
	- Foreign language: 12 credits
		35

2	**Basic faculty knowledge**	36
3	**Specialized faculty knowledge** - Mandatory: 27 credits - Optional: 9 credits	36
4	**Internship/ Graduation Project** - Mandatory: 18 credits - Optional: 0 credits	18
Total		**125**

2.6. Admission Criteria

According to the general regulations of the Ministry of Education and Training, Thai Nguyen University and the University of Information and Communication Technology.

2.7. Training process, graduation conditions

2.7.1. Training method

According to the credit system (specified by the Ministry of Education and Training).

2.7.2. Classroom organization

According to the current credit training regulations of the Department of Education and Training, Thai Nguyen University, University of Information and Communication Technology.

2.7.3. Graduation conditions

Applying university training regulations according to the credit system of the Ministry of Education and Training, Thai Nguyen University, and University of Information and Communication Technology.

2.8. Score scale

Evaluation according to the training scale according to the credit system, prescribed by the Board of Education and Training.

2.9. Career prospects

- Graduates with a major in Office Administration can work in administration, office, assistant, secretarial, receptionist, clerical - archival jobs at nation's agencies, socio-political organizations - occupations, social organizations, socio-professional organizations, economic organizations, career units, people's armed forces units with specific positions such as:

- Graduates with a major in Office Administration can continue to study and research at the graduate and postgraduate levels to become experts in the field of Administration and Office Administration.

2.10. Methods of teaching, learning and assessment

- Teaching methods:

+ The teaching method is learner-centered, with a practical approach and high applicability.

+ Fully exploiting the advantages of traditional methods and flexibly applying a number of advanced teaching and learning methods to enhance proactiveness, creativity, ability to detect and solve problems, maximize positivity, proactiveness and creativity of learners, improve self-study and self-research capacity, improve necessary professional skills, skills of working with others, skills of searching and processing information, skills of presentation, persuasion, skills of self-development.

+ The teaching method is close to reality, not too biased towards academic knowledge, and highly applicable.

- Assessment methods:

+ Regular assessment: Using short class tests;

+ Summative assessment: Using essay exam format, multiple choice test and

question and answer depending on the characteristics of each course/module.

2.11. Description of the courses/modules in the training program

NO.	Course code	Course name	Credits	Description
1. General education knowledge block				
1	FOL121	General law	2	Equip with basic and important contents about the nation and law as well as mention some basic branches of law in Vietnam today
2	GIS131	General Informatics	3	Equip students with the most basic knowledge in computer science. Instruct students in the application of manipulation and proficient use of computers. Specific contents include: Windows operating system; Word editing system; Electronic spreadsheet Excel; Build PowerPoint presentations.
3	GEM131	General Economics	3	As a science of choice, the study of the basics of choice; regularity and movement trend of microeconomics; the defects of the market economy and the regulatory role of the Government through such contents as: supply and demand for goods; supply and demand for labor; competition and monopoly; production, costs and profits; market constraints and the role of government; measure the total output and price level of the economy; describe the behavior of the economy in the long run as determinants of economic growth, unemployment and inflation in the long run; introduce the model of aggregate supply - aggregate demand, equilibrium output in an open economy; introduce inflation and unemployment in the short run, introduce basic macro policies, etc.
4	SSK221	Soft skills	2	The course aims to equip students with basic knowledge of soft skills. Train learners' communication ability, form and develop self-awareness skills, critical thinking skills, teamwork skills, presentation skills and job interviewing skills. Students can stand on their own to present clearly, effectively and accurately in technical work, in business work, in conferences, scientific seminars,

NO.	Course code	Course name	Credits	Description
				etc
5	CLL331	Psychology for leadership and management	3	The subject studies the psychological phenomena, laws and mechanisms of people and groups of people in management activities such as motives, activities, and communication of the subject and the object of management. Research the psychosocial phenomena of the collective as the subject of management objects. Research on the psychological basis of improving the effectiveness of management and leadership in the selection, evaluation, arrangement and training of cadres.
6	PML121	The Basic Principles of Marxism 1	2	Briefly introduce Marxism-Leninism and some general problems of the subject; Dialectical materialism; Historical materialism.
7	PML132	The Basic Principles of Marxism 2	3	The central content of the economic theory of Marxism-Leninism on the capitalist mode of production: Chapter I: Theory of value; Chapter II: Theory of Surplus Value; Chapter III: Economic theory of monopoly capitalism and state monopoly capitalism. The basic content belongs to the theory of Marxism-Leninism on socialism; overview of real and prospective socialism; The historical mission of the working class and the socialist revolution; The socio-political issues of regularity in the process of socialist revolution; Realistic and prospective socialism
8	VCP131	Revolutionary lines of Vietnamese Communist Party	3	To provide students with the basic contents of the Communist Party of Vietnam's revolutionary line, which mainly focuses on the Party's line in the renovation period on a number of basic fields of social life, service for life and work.
9	HCM121	Ho Chi Minh's Ideology	2	Provide systematic insights into Ho Chi Minh's ideology, morality and cultural values; basic knowledge of Marxism-Leninism
10	ENG131	English 1	3	The course consists of 7 lessons with 7 basic grammar and vocabulary topics at

NO.	Course code	Course name	Credits	Description
				the beginner level. Grammar topics in this module include: verb to be, article a, an, quantifier some, pronouns, countable and uncountable nouns, singular, plural, present simple, simple past, present continuous. These contents are associated with familiar vocabulary topics in daily life to help students have basic language knowledge and necessary vocabulary. In addition, students are trained to evenly develop four skills of listening, speaking, reading and writing, especially basic communication skills. At the end of the module, students can communicate at a simple level with the vocabulary and grammar materials provided in this course
11	ENG132	English 2	3	The course consists of 7 lessons with 7 basic grammar and vocabulary topics at the beginner level. Grammar topics in this module include: present continuous, present perfect, near future, comparative level, article. These contents are associated with familiar vocabulary topics in daily life to help students have basic language knowledge and necessary vocabulary. In addition, students are trained to evenly develop the four skills of listening, speaking, reading and writing, especially basic communication skills. At the end of the module, students can communicate at a simple level with the vocabulary and grammar materials provided in this course.
12	ENG136	English 3	3	The course consists of 5 lessons with 5 basic grammar and vocabulary topics at intermediate level. Grammar topics in this module include: Present simple, simple past, present continuous, present perfect, past continuous, have to, can. These contents are associated with familiar vocabulary topics in daily life to help students have basic language knowledge and necessary vocabulary. In addition, students are trained to evenly develop the four skills of listening,

NO.	Course code	Course name	Credits	Description
				speaking, reading and writing, especially basic communication skills. At the end of the module, students can communicate at a simple level with the vocabulary and grammar materials provided in this course.
13	ENG135	English 4	3	The course consists of 5 lessons with 5 basic grammar and vocabulary topics at the pre-intermediate level. Grammar topics in this module include: comparative level, will, might, may, real conditional, some, any, passive voice, present perfect tense, near future tense. These contents are associated with familiar vocabulary topics in daily life to help students have basic language knowledge and necessary vocabulary. In addition, students are trained to evenly develop the four skills of listening, speaking, reading and writing, especially basic communication skills. At the end of the module, students can communicate at a simple level with the vocabulary and grammar materials provided in this course.
2. Basic knowledge block				
14	DIC131	Compiling and Issuing E-documents	3	Equip students with basic knowledge of document drafting techniques, information technology application in drafting and promulgating management documents, including: General overview of management documents; Drafting documents on administrative work, management of business organizations, economic management of enterprises, economic contracts, civil contracts; Applying information technology in drafting and promulgating management documents.
15	MAS231	Administration Science	3	This module provides basic knowledge of administration and its application in practice in enterprises: Administration concepts, characteristics of administrative activities, the role of administrators, basic skills of administrators, different approaches to

NO.	Course code	Course name	Credits	Description
				administration; The development of administration theories; Functions of administration such as: Planning, organizing, leading, human resource administration and checking. The course also updates some new issues of modern administration theory such as information administration in enterprises and administration decision making. This module provides basic knowledge to learn a number of subjects such as: Basic Marketing; Project management, etc.
16	ITD231	Introduction to Clerical	3	Provide students with an overview of clerical work: The concept, purpose and meaning of clerical work in the operation of agencies, organizations and enterprises; Measures to organize and manage the nation's clerical work and to organize clerical work in each specific agency; The basic contents of clerical work: Drafting and promulgating documents, organizing the management and handling of documents, organizing the making and managing of records, organizing the management and use of seals.
17	ITA232	Introduction to archive	3	Equip students with basic knowledge about the theory and practice of archival work such as: Concepts, meaningful characteristics of archival documents; Position and role of archival work in social life; Contents in the Nation management of archival work and management of archival documents: Promulgation of directing documents, instructions on archival work; Building the Nation management apparatus from the Central to the local; Professional training in archival work.
18	SRE231	Research Methods in Socioeconomics	3	The course provides students with the foundational knowledge of research methods in economics. Through the course, students will grasp the basic principles of research methods, know what the purpose of research is as well as how to conduct research. Students will

NO.	Course code	Course name	Credits	Description
				grasp the steps in a research process, from defining the research problem, asking the research questions, planning the research to conducting the data collection and processing, writing reports and presenting research results. In addition to theoretical lectures, students will conduct research projects to familiarize themselves with conducting research in the field of economics.
19	MOA231	Organize and manage to clerical - archive	3	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.
20	ADO331	Office administration.	3	Provide students with the basic contents of office administration activities such as organizing the working apparatus, organizing personnel in the office; Collecting and processing information and developing work programs; Planning and organizing meetings and business trips for leaders; Organizing administrative reception work; Methods of operating and checking the operation of the office; Applying scientific and technical advances, especially information technology to office work, etc. Basic professional processes of leaders and office administrative staff.
21	DSM232	Archiving multimedia documents	3	Provide students with basic knowledge of electronic archives; electronic document overview; scientific basis for electronic document management; knowledge and skills in archival operations for this particular type of document.
22	IOM231	Microsoft Word	3	This course provides students of Office

NO.	Course code	Course name	Credits	Description
				administration with basic knowledge about Microsoft Word application in document drafting such as presentation methods, document editing, document formatting, document censorship, version management of documents, security for documents and application to solve office administration tasks. After completing this course, students grasp the structure and components of Microsoft Word, have proficient document writing skills, through which students can perfect and use Word in the process of studying, making projects, theses, etc.
23	EST131	Electronic spreadsheet	3	This course provides students with basic knowledge such as editing Excel workbooks, formatting Excel workbooks or setting up printing in Excel workbooks, using functions in Microsoft Excel to process data and apply it to solving office administration tasks. The module covers new features of Microsoft Excel compared to previous versions, helps students familiarize themselves and understand the basic functions of Microsoft Excel explained in detail, accompanied by specific exercises and tutorials. Besides, helping students to apply Microsoft Excel to solve real work to increase the efficiency of work. In addition, this module also provides students with basic knowledge so that students can have proficient word processing skills, through which students can perfect and use Excel in the process of studying, making projects and thesis.
24	OIS231	Management information systems	3	This subject provides students with basic knowledge of office information systems such as the basic concept of system, information, information system and the role of information system in organizations, computer and communication technologies used in information systems. Besides, the course also provides in-depth knowledge about

NO.	Course code	Course name	Credits	Description
				the Office information system such as functions, tasks of an office information system, and the importance of the Office information system in an organization. Thereby, helping students to be aware of the strategic role of office information systems in activities of managing, operating the organization and supporting leaders in decision-making.
25	AOI231	Analyzing and designing office information systems.	3	The course content provides students with fundamental knowledge on the analysis and design of office information systems. It includes topics such as methods of analyzing and designing office information systems; methods of collecting information; business processes in office information systems; analysis procedures of office information systems, using diagrams such as functional hierarchy, data flow diagrams, and information flow diagrams; and contents related to designing office information systems such as interface design, database design. After completing the course, students will be able to consult, analyze, design, and manage office information systems for businesses and organizations
3. Specialized knowledge block				
3.1. Required Courses/Modules				
26	RHM231	Professional receptionist – organizing meeting	3	This course providing students with basic knowledge of the reception profession and meeting organization. The basic issues of organizing activities and the main professions of the receptionist, determining the topic and the best way to discuss for each topic of the meeting, wanting to achieve what through the meeting.
27	AWO231	Administration - office profession	3	The course belongs to the compulsory knowledge block majoring in Office administration. The module helps students to grasp the basic knowledge about administration, office and office administration operations such as: concepts, administrative content and

NO.	Course code	Course name	Credits	Description
				office administration; functions, structure of the office, etc. The module helps students understand basic administrative - office operations. At the same time, it helps students understand the Basic operations of the administrative - office department: Organizing information collecting and processing and advising leaders, Organizing and coordinating office activities, organizing document drafting, record keeping, Organizing reception activities, administrative communication
28	PSY231	Professional secretary	3	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.
29	OSE331	Organization of scientific labor and office equipment	3	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.
30	EOC231	Electronic office	3	The module provides students of Office administration with the most basic knowledge about electronic offices such as electronic office concepts, infrastructure and security issues in electronic offices, user-related content, e-office tools and content. After completing the course, students can manage offices in a modern way for

NO.	Course code	Course name	Credits	Description
				organizations and businesses to serve their actual work after graduation.
31	AEO331	Administration and organization of office administrative event	3	This module provides students with general knowledge about the organization and organization of office administrative events: Concept, purpose, meaning of event organization in the operation of the agencies, organizations and enterprises; intensive training in management skills, event organization for learners. Equip students with a highly practical systematic knowledge base on the process of managing and organizing corporate events.
32	MSO331	Quality Management	3	This course provides students with basic knowledge about the quality management system, the process of building and applying the quality management system in order to improve the efficiency of performing office operations. Applying knowledge of quality management according to ISO standards in building processes and operations in office work. Specifically, the overview of ISO 9000, the structure of the ISO series of standards, the principles of the quality management system according to ISO 9000, the requirements of the quality management system according to ISO, the meaning of the application of ISO 9000 standards in office work; Building and applying ISO 9000 quality management system to office work.
33	MOW331	E-Office Work Plan Management	3	This course provides students in the Office Administration program with basic knowledge of time management, goal-oriented management, and process-oriented management. In addition, the course provides knowledge and skills in applying information technology to effectively solve practical tasks such as managing the working time of individuals, organizations and businesses, production planning, task allocation, etc. The course applies

NO.	Course code	Course name	Credits	Description
				Essential PMI in managing the progress and time of work in agencies, organizations, and businesses to arrange and manage the schedule of activities and tasks scientifically. Therefore, it provides a tool for each agency, organization, business, and individual to efficiently manage working time, save time and effort to solve other necessary tasks. From there, it contributes to creating a scientific approach to management in general, helping students in the Office Administration program to equip themselves with more knowledge and practical management skills to apply to specific jobs after graduation.
34	AOA331	Advanced office administration	3	The subject provides students with basic knowledge about office and office administration: concepts, functions, tasks of office and office administration; the basic contents of office administration activities such as organizing the working apparatus, organizing personnel in the office; Collecting and processing information and developing work programs; Planning and organizing meetings and business trips for leaders; Organizing administrative reception work; Methods of operating and checking operations of the office; Applying scientific and technical advances, especially information technology to office work, etc. Basic professional processes of leaders and office administrative staff.
3.2. Elective Courses/Modules				
Choice1: Elective courses in the direction of Administration				
35	TIM331	Time management	3	The module provides students with basic knowledge about time and the rational use of time, skills to organize their own time as well as that of the organization to increase work efficiency. This is a skill that requires office workers to equip themselves with their own skills to arrange time for work and for themselves in a reasonable way. The course also

NO.	Course code	Course name	Credits	Description
				helps students know how to exploit effective time management tools
	PAS331	Consultation and Synthetic Operation	3	The course provides students with the basic knowledge of consulting and synthesizing professions. The basic issues about operation organization and the main tasks of consulting, synthesizing and identifying topics and the best way to advise leaders and organizations.
	PSO231	Online Public Services	3	The course provides students with basic knowledge about public services, public administrative services, thus understanding online public services, specifically: the concept of public services, public services, the concept of online public service, the levels of online public service, the role of online public service and the authority to implement online public services; results of online public service implementation in Vietnam and lessons learned from countries around the world; solutions to improve the quality of online public services to effectively provide online public services to meet the requirements of citizens and society.
Choice 2: Elective courses in the direction of Office				
36	WPC231	Office culture	3	The module belongs to the specialized knowledge, elective, equips students with the necessary understanding of the concept of culture, office, office culture, basic issues of office culture such as factors affecting office culture, the constituent elements of office culture, office culture standards, functions, roles and meanings of office culture; manifestations of office culture; the legal provisions on office culture; current state of office culture; solutions to build and perfect office culture. The basic knowledge of office culture will help students self-improve about the culture in the workplace and can participate in building the cultural environment in the agency or office in which they work.

NO.	Course code	Course name	Credits	Description
	MOF331	Management of office facilities	3	The module provides students with general knowledge about office facilities and Office facilities management. Equip students with methods and abilities to apply facilities management measures in a specific agency office in order to improve work efficiency and at the same time ensure the health of workers; equip with skills to use proficiently and effectively office equipment.
	PAO231	Office accounting profession	3	The module belongs to the specialized knowledge, elective, equips students with the necessary understanding of accounting concepts and operations; chief accountant work, financial report making, bookkeeping, tax procedures, tax declaration, tax refund, tax consulting, tax agency, tax finalization, company establishment, company dissolution, salary calculation, office leasing, virtual office operations, performing tasks for foreign representative offices and other business consulting services.
Choice 3: Elective courses in the direction of Modern office administration				
37	MOT331	In-and-out Correspondence Management	3	The module equips students with basic knowledge of text editing techniques; application of information technology in drafting and promulgating documents; and understanding the relationship of the subject with some other subjects.
	IFM231	Information administration	3	The course belongs to the elective specialized knowledge, providing the following main knowledge contents: Information concept, information processes, information and material information chain; Information and social progress, information explosion problems; Types of documents and sources of information; Processing stages in the information and document chain; Methods of storing and finding information; Information units, information users and information services.
	HRM331	Office human	3	This module provides basic knowledge

NO.	Course code	Course name	Credits	Description
		resource administration		of human resource administration such as the main roles and functions of human resource administration, basic human resource administration models, work design and redesign techniques in an organization, the art of building performance evaluation criteria for employees in an organization, human resource planning in an organization, nature - content - principles - process of recruiting, selecting, using human resources in an organization. Through this module, learners will have basic knowledge about managing people in enterprises, develop necessary skills, and apply information technology in real work later. Effective use of human resources contributes to 80% of the success of the organization, so human resource administration research plays a huge role in the organization's administrative activities.
4. Internship/ Graduation Project				
38	BAP441	Basic internship	4	The module helps students consolidate the specialized knowledge they have learned, linking learning with practice in agencies, organizations and businesses. Thereby, helping students better understand the profession, the specific work of the major in the internship agency. At the same time, students can practice professional skills, promote creative thinking in practice to meet the demanding needs of specific professions and jobs at the internship agency.
39	TNN561	Graduation internship	6	The course helps students consolidate their learned knowledge, associate learning with practice in the office administration, and create conditions for students to better understand specific professions and tasks belonging to the major in the internship agency. Creating conditions for students to promote their creative thinking ability in practice, practice soft skills to meet the demanding needs of specific professions

NO.	Course code	Course name	Credits	Description
				and jobs at the internship agency.
40	THS985	Graduation project	8	Graduation theses are applied research topics to solve a specific office administraion problem of practical nature related to the field of study chosen by the students or suggested by the instructors. The graduation thesis aims to equip students with skills to apply learned knowledge to solve a specific problem. The content includes synthesizing the learned knowledge as a basis for solving problems, analyzing and choosing options and ways to solve problems, evaluating results, and defending implemented achievements.
Courses/modules replacing Graduation thesis				
40	NCM221	Negotiation and conflict administration	2	The module provides students with basic knowledge of negotiation, the art (the creative and effective application of theory and experience) and the profession (as a function of diplomacy). Identify the parties involved in the conflict, analyze the roles and responsibilities of the involved parties; Analyze the causes of the conflict. On the other hand, after analyzing the conflict, it is necessary to conduct conflict resolution activities.
	RPI321	Administration Innovation and administrative procedure reform	2	The course aims to provide students with knowledge about administrative reform such as: concepts, roles, and purposes of administrative reform, and at the same time help students understand the administrative reform process in Vietnam, administrative reform content in Vietnam today. The module provides knowledge about administrative procedures (concepts, characteristics, classifications, meanings, principles of administrative procedure construction...).
	OCM331	E-profile Making and Management	3	The content of the course provides theoretical issues and methods of organizing records making and managing records. Specifically, the course introduces learners to basic concepts

NO.	Course code	Course name	Credits	Description
				such as records, current records, records making; Analyzing and clarifying the purpose and meaning of the record-making work for the activities of agencies, organizations and enterprises; Presenting the methods of creating records and the operations that need to be carried out to ensure the quality of the records after they are created; Current regulations of the Nation on the handover of records and documents to the current Archives such as the time of submission, procedures for handing over and responsibilities of cadres, civil servants for this work. Teaching theoretical content combined with practice of basic operations for making records and managing electronic records by 1C software: Document management (ECM).
	IAM331	Information for Leadership and Management	3	The course provides students with knowledge about information and management; Current status of science and technology information activities serving management and leadership in Vietnam; Typical information systems serving management and leadership; Principles and steps to build information systems serving management and leadership.
	ASO431	Scientific organization of documents archiving institutional archive font	3	The course equips students with basic knowledge and general theoretical issues about scientific organization of archival materials such as concepts, purposes, meanings, requirements, the content of the work on the scientific organization of archival materials and the legal basis of the scientific organization of archival materials. Providing general issues of the institutional archive font and how to perform specific operations of the archive's scientific organization:

NO.	Course code	Course name	Credits	Description
			25	Collecting and adding documents to the institutional archive font, classifying documents, institutional archive font types, valuing archival documents, and building archival lookup tools.
TOTAL			**125**	

2.12. Output standards, Training program framework and Detailed course outline

- Output standards of the training program: https://eis.ictu.edu.vn/wp-content/uploads/2023/04/a1.PLOs-of-OA-version-2017.pdf

- Detailed training program framework: https://eis.ictu.edu.vn/aun-qa/

- Detailed course outline: https://eis.ictu.edu.vn/aun-qa/

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<tr><td align="center">RECTOR</td><td align="center">Dean of the Faculty of Economic Information Systems</td></tr>
<tr><td align="center">Ph.D Nguyen Van Tao</td><td align="center">Ph.D Nguyen Van Huan</td></tr>
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