THAI NGUYEN UNIVERSITY
UNIVERSITY OF INFORMATION AND COMMUNICATION TECHNOLOGY

PROGRAMME SPECIFICATION
FOR OFFICE ADMINISTRATION EDUCATION PROGRAMME

THAI NGUYEN - 2021

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TABLE OF ABBREVIATIONS

Symbol	Full phrase
KHCB	Basic science
QTVP	Administrator
E-commerce	Ecommerce
THKT	Economic informatics
IT	Information technology
Socialist Republic of	Socialist
TC	Credits

THAI NGUYEN UNIVERSITY
UNIVERSITY OF INFORMATION AND COMMUNICATION TECHNOLOGY
Faculty of Economic Information System

PROGRAMME SPECIFICATION
FOR OFFICE ADMINISTRATION EDUCATION PROGRAMME

Decision No 566/QĐ-ĐHCNTT&TT dated on August 30th, 2021 by the Rector
of TNU - University of Information and Communication Technology

I. GENERAL INFORMATION

1. Introduction

The curriculum of a training program is a system of subjects expressing training objectives, defining standards of knowledge, skills, ethical qualities, scope and structure of training content, methods and forms of training, methods of evaluating training results for each subject, discipline, and training level in the training system.

The Office Administration program is designed according to the CDIO approach to train students comprehensively in both professional knowledge, skills and ethical qualities, with emphasis on practical competence and awareness social responsibility, ensuring students have active learning and practical experience. After graduation, students can meet the need of knowledge, professional qualifications of employers and society.

The curriculum is designed on the basis of compliance with the regulations and guidelines of the Ministry of Education and Training, Thai Nguyen University of Information and Communication Technology to match the development orientation of information technology and software industry, human resource needs, local labor market, economic region, reference to national and international quality assurance standards. The curriculum is referenced and compared with the programs of other in the country and international universities.

2. General information

2.1. *Name of training*

- Vietnamese name: Quản trị văn phòng

- English name: Office Administration

2.2 *Code of training*: 7340406

2.3. *Type of education*: Formal

2.4. *Language*: Vietnamese

2.5. *Diploma name*: Bachelor of Office Administration (Training system 04 years).

2.6. *Training and degree-granting units*: University of Information and

Communication Technology - Thai Nguyen University.

II. PROGRAM OBJECTIVES

The objectives of the training program are built in accordance with the Vision - Mission - Educational philosophy of the University of Information and Communication Technology; aimed at fostering people and developing applied scientific research to meet the needs of socio-economic development and international integration.

1. Vision - Mission - Educational philosophy of the university

1.1 Vision

The University of Information and Communication Technology has become a prestigious university in the field of information technology, communication and related fields, contributing to the economic, cultural and social development of the region. The Midlands, the Northern Mountains and the whole country.

1.2 Mission

- The university is a center for training human resources at undergraduate and postgraduate levels to meet the requirements of the labor market and serve the country's economic, cultural and social development.

- The university is a center for scientific research and technology transfer in the field of information technology, communication and related fields to serve the cause of industrialization and modernization of the country.

1.3 Educational philosophy

Comprehensive education is learner-centered; training digital citizen role models; creating the future; cultivating compassion.

2. Program Objectives

2.1. General objective

Training bachelor's degrees so that students have comprehensive professional knowledge, master the principles and laws of nature-society, have basic practical skills, and can work independently, creatively, and solve problems which are the Credentialing Program - Archives and Office Administration.

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.

3. Output standards of the training program

Notation PLO		PLOs of OA programme	Proficiency level
1		**Technical knowledge and reasoning**	
1.1	*L1*	*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.*	*3*
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
1.2	*L2*	*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.*	*4*
1.2.1		Apply basic vocabulary and grammar knowledge to meet the professional knowledge acquisition.	3

Notation PLO		PLOs of OA programme	Proficiency level
1.2.2		Synthesize learned knowledge and language skills to listen, speak, read, and write on familiar topics in life and work.	4
1.3	*L3*	*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).*	*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*	*Apply basic knowledge of economics, management, and IT to acquire professional knowledge and the ability to study at a higher level.*	*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*	*Apply specialized knowledge in clerical-archival and office administration in professional activities.*	*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*	*Handling clerical - archiving, and office administrative tasks.*	*3*
2.1.1		Clerical and archival services ensure fast, accurate, and	3

Notation PLO		PLOs of OA programme	Proficiency level
		scientific.	
2.1.2		Operate office administrative operations to ensure science and modernity.	3
2.2	*L7*	*Operate modern office models and exploit office equipment.*	*3*
2.2.1		Operate modern office models.	3
2.2.2		Using office equipment in clerical - archival, and office administration.	3
2.3	*L8*	*The ability to think in solving problems in the clerical - archival, office administration.*	*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	*L9*	*Have professional ethics.*	*3*
2.4.1		Do the work responsibly.	3
2.4.2		Comply with labor laws, principles, and discipline.	3
2.5	*L10*	*Practice and learn for life.*	*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	*L11*	*Ability to work independently and in groups.*	*3*
3.1.1		Implement personal planning in office administration.	3
3.1.2		Implement group work planning in office administration.	3
3.2	*L12*	*Apply communication skills in professional relationships.*	*3*
3.2.1		Practice presentation, presentation, and analytical negotiation skills.	3
3.2.2		Practice critical skills in administrative communication.	3

Notation PLO		PLOs of OA programme	Proficiency level
4		**Conceptualize, design, implement, and operate in corporate and social contexts.**	
4.1	L13	*Ability to detect and analyze factors affecting the organization.*	*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
4.2	L14	*Apply state regulations in professional practice.*	*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	*Outline information technology solutions in clerical work - archiving.*	*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	*Outline information technology solutions in the field of office administration.*	*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

Competency level scale

Competency level		Short description
0.0 Energy Efficiency 1.0	Basic	Remember: Students remember/recognize/recall knowledge by actions such as defining, repeating, listing, identifying, identifying, etc.
1.0 < Energy efficiency 2.0	Qualified	Understanding: Students construct their own knowledge from documents and knowledge by actions such as explaining, classifying, illustrating,

Competency level		Short description
		inferring, ...
2.0 < Energy Efficiency 3.0		Application: Students implement/apply knowledge to create products such as models, real objects, simulated products, reports,...
3.0 < Energy Efficiency 4.0	Competently	Analysis: Students analyze documents/knowledge into details/parts and show their relationship as a whole through actions such as analysis, classification, comparison, synthesis,...
4.0 < Energy Efficiency 5.0		Assessment: Students make judgments and predictions about knowledge/information according to defined standards, criteria and indicators for actions such as comments, criticisms, suggestions, etc. .
5.0 < Energy Efficiency 6.0	Excellent	Creativity: Students create/arrange/organize/design/ generalize details/parts in a different/new way to create new structures/models/products

4. The volume of knowledge of the whole course

Full course knowledge: 120 credits (excluding physical education, defense education and extra-curricular subjects). The Foreign Language section will follow the School's Foreign Language Development Project and will not be included in the training program.

5. Volume distribution of knowledge blocks

Name	Number of credits		
	Total	Obligatory	Elective
General curriculum	**32**	**32**	
English 1, 2, 3, 4	12	12	
Science socialism	2	2	
Marxist-Leninist political economy	2	2	
History of the Communist Party of Vietnam	2	2	
Marxist-Leninist philosophy	3	3	

Name	Number of credits		
	Total	Obligatory	Elective
Ho Chi Minh's Ideology	2	2	
General information	3	3	
General law	2	2	
Soft skills	2	2	
Corporate culture	2	2	
Professional knowledge block	**88**	**79**	**9**
Interdisciplinary foundational	30	30	
Disciplinary foundational	15	15	
Specialized	27	18	9
Professional internship	4	4	
Graduation internship	5	5	
Graduation poject	7	7	
Knowledge block of General Education + Higher Education	(None)		
Physical Education 1			
Physical Education 2			
Defense Education			
Extracurricular	(None)		

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.

7. Training process, graduation conditions

7.1. Training method

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

7.2. Organize classes

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

7.3. Graduation conditions

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

8. Assessment scale

Evaluation according to the training scale of the credit system is prescribed by the Ministry of Education and Training.

9. Career prospects

Graduates of Office Administration can work in state agencies, socio-political organizations, companies, enterprises, with positions of authority. Specific positions such as:

- Clerks 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, centers with specialized training in office administration, archives.

10. Teaching, learning and assessment methods

Trainers participating in the training program are regularly trained to approach new teaching methods; cooperate with businesses in specialized fields to enhance the reality for lecturers and students. In which, the lecturers are focused on practical applicability and focus on students. The assessment method is carried out on the basis of the requirements in the output standards of the training program of each module and according to the accreditation standards issued by the Ministry of Education and Training, towards regional and international standards. like AUN-QA.

11. Content of the program (name and volume of required courses)

No.	Courses name	Number of Credits	Practice credits	Semester	Courses name	1 (15)	2 (16)	3 (14)	4 (17)	5 (15)	6 (17)	7 (14)	8 (12)	Course TQ/HT/SH (0)/ (2)/ (1)
General knowledge category

No.	Courses name	Number of Credits	Practice credits	Semester	Courses name	1	2	3	4	5	6	7	8	Course TQ/HT/SH (0)/ (2)/ (1)
						15	16	14	17	15	17	14	12	
General knowledge category (Total credits: 32 credits / 13 modules)															
1	ENG131	English 1	3		1	3								
2	ENG132	English 2	3		2		3							ENG131(2)
3	ENG136	English 3	3		3			3						ENG132(2)
4	ENG135	English 4	3		4				3					ENG136(2)
5	STS121	Science socialism	2		3			2						MPE121(2)
6	MPE121	Marxist-Leninist political economy	2		2		2							MPP131(2)
7	PHV121	History of Vietnam Communist Party	2		4				2					STS121(2)
8	MPP131	Marxist-Leninist philosophy	3		1	3								
9	HCM120	Ho Chi Minh's Ideology	2		5					2				STS121(2)

No	Code	Title	Credits		Sem	S1	S2	S3	S4	S5	S6	S7	Prerequisite
10	GIS121	General informatics	3	1	1	3							
11	FOL121	General law	2		2		2						
12	SSK221	Soft skills	2		7							2	
13	CPC221	Corporate culture	2		6						2		

Interdisciplinary foundational knowledge category

(Total credits: 30 credits/10 modules)

No	Code	Title	Credits		Sem	S1	S2	S3	S4	S5	S6	S7	Prerequisite
14	ECO131	Economics	3		1	3							
15	BAM231	Basic Marketing	3		3			3					
16	MAS221	Administration Science	3		1	3							
17	ITD231	Introduction to clerical	3		2		3						
18	MIS231	Management information systems	3		5					3			GIS121(2)
19	DIC131	Compiling and Issuing E-documents	3	0.5	2		3						
20	ITA232	Introduction to archival	3		3			3					ITD231(2)
21	ELC321	Ecommerce	3		2		3						GIS121(2)
22	HRM221	Human Resource Management	3	0.5	4				3				MAS221(2)

No	Code	Module name	Cr												Prerequisites
23	SRE231	Research Methods in Socioeconomics	3		5					3					
Disciplinary foundational knowledge category															
(Total credits: 15 credits/5 modules)															
24	QLH331	Manage office administrative processes	3		4				3						
25	MQP331	Introduction to office administration	3		5					3					MAS221(2)
26	EST131	Electronic spreadsheet	3	1	4				3						GIS121(2)
27	MOA231	Organize and manage to clerical - archive	3		4				3						ITD231(2) ITA232(2)
28	PSY231	Professional Secretary	3		3			3							DIC131(2)
Specialized knowledge block															
(Total credits: 27 credits / 9 modules, of which compulsory: 18 credits, elective: 9 credits)															
29	SCA331	Scientific classification of archives document	3		6							3			ITD231(2) ITA232(2) MOA231(2)
30	OSE331	Organization of scientific labor and office equipment	3		6							3			PSY231(2) 25(2) HRM221(2)
31	AIN131	Microsoft Word	3	1	6							3			EST131(2)
32	PSO231	Online public services	3		7								3		24(2)

33	RHM231	Professional receptionist – organizing meeting	3		6							3			PSY231(2)
34	EUA331	Archived Documents Exploitation and Use	3		6							3			ITD231(2) ITA232(2) MOA231(2)
35		Elective 1	3		7								3		ITD231(2) ITA232(2)
36		Elective 2	3		7								3		ITD231(2) ITA232(2)
37		Elective 3	3		7								3		ITD231(2) ITA232(2)
List of electives subject (9 elective credits)															
		Elective 1: Modern office administration													
	EGO321	E-government	3	0.5	7										
	MOT331	In-and-out Correspondence Management	3	0.5	7										
	MOW331	E-Office Work Plan Management	3	0.5	7										
		Elective 2: Administrative Management													
	PAS331	Consultation and Synthetic Operation	3		7										
	MSO331	Quality Management	3		7										

No.	Code	Course name	Credits														
	CLL331	Management psychology	3		7												
		Elective 3: Clerical - archival															
	MDS231	Document and Seal Management	3		7												
	ISA331	Insurance Archived Documents	3		7												
	EDS121	Archiving Electronic Document	3		7												
Internship, Graduation Projects (16 credits)																	
38	SPP441	Professional internship	4		5					4						
39	GRP451	Graduation internship	5		8									5	SPP441(0)
40	THS985	Graduation poject	7		8									7	
Total cumulative credits of the program			120														
List of courses to replace theses (7 credits)																	
	MC0321	Negotiation and Change management in the organization	4		8												
	PEU221	Maintenance Techniques, Identification and	4		8												

		Supplementation of Archived Documents														
	ADR331	Administration Innovation	3		8											
	OCM331	E-profile Making and Management	3		8											
	IAM331	Information for Leadership and Management	3		8											
Total accumulated credits of the training program	**120**															

Note:

- TQ(0) = Prerequisite; SH(1)= Parallel ; HT(2) = Learn first.

- Physical Education module 1 is placed in term 1, Physical Education 2 is placed in semester 2.

- Course of National Defense - Security Education according to the schedule of Thai Nguyen University.

12. Brief description of the content and volume of the courses

NO.	Course code	Course name	Credits	Description
1. General education knowledge block				
1	ENG131	English 1	3	The course consists of 7 lessons with 7 basic grammar and vocabulary topics at 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
2	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.
3	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, 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.
4	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.
5	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
6	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
7	GIS131	General informatics	3	Equip students with the most basic knowledge in informatics. Create conditions for students to apply operations and proficient use of computers. Specific contents include: Windows operating system; Word editing system; Electronic

				spreadsheet Excel; Building Powerpoint presentations.
8	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, etc
9	POL131	Marxist-Leninist philosophy	3	The subject aims to provide learners with understanding about the most common principles and rules of nature, society and thinking. On the basis of that understanding, learners can perceive the practical issues on the worldview stance and the methodology of dialectical materialism and historical materialism; Develop self-control thinking capacity and teamwork skills, criticism and self-responsibility.
10	POE121	Marxist-Leninist political economy	2	Marxist-Leninist political economy is an economic science subject that equips students with basic and core knowledge of political economy in the development context of the country and the world today. On that basis, it helps students to form thinking, analytical skills, evaluation and identification of the nature of economic relations in the country's socio-economic development. The subject contributes to building social responsibility for students suitable to their job positions and lives after graduation; thereby, forming the Marxist-Leninist stance and ideology.
11	STS121	Scientific socialism	2	The course provides learners with basic knowledge of scientific socialism theory: about the socialist regime that our Party has chosen; about the path, measures and methods of building the socialist regime; thereby, equipping students with a solid ideological political system and correct actions in accordance with ethical standards, reinforcing faith in

				the leadership of the Party and management of the Nation.
12	PHV121	History of Vietnam Communist Party	2	Providing systematic and basic knowledge about the birth of the Communist Party of Vietnam (1920-1930), the leadership of the Communist Party of Vietnam for the Vietnamese revolution in the struggle for government (1930-1945), in the two wars against the French colonialists and the American imperialists invading (1945-1975), in the career of building and defending the country in the period of the country's transition to socialism, conducting the renovation process (1975-2018). Through this, the course equips scientific thinking methods about history, skills, research materials selection, subject learning and the ability to apply historical awareness to practical work, criticizing the wrong concept of the Party's history. At the same time: it builds students a sense of respect for the objective truth, improving the pride and faith in the Party's ideals.
13	CPC221	Corporate culture	2	The course aims to provide learners with basic knowledge of corporate culture. It provides learners with basic knowledge and skills in analyzing corporate culture, business ethics, business philosophy, ways to build culture in business activities, and the relationship between corporate culture and business strategy.
2. Basic knowledge of Interdisciplinary foundational				
14	GEM131	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.
15	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.
16	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 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.
17	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.
18	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.
19	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 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.
20	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 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.
21	BAM231	Basic Marketing	3	The course aims to provide learners with basic knowledge of Marketing. It offers learners fundamental knowledge and skills in analyzing consumer behavior, analyzing the marketing environment, segmenting the market, selecting target markets, positioning products, and implementing marketing strategies. The course also aims to develop learners' marketing skills in product formation and development.
22	ELC321	Ecommerce	3	This course provides students with basic knowledge of e-commerce, the e-marketplace, as well as the scope, function, and benefits of e-commerce for businesses. Additionally, the course helps learners to acquire the ability to grasp some key elements when applying e-commerce to businesses, such as e-commerce infrastructure, business models, e-commerce laws, transaction systems, payment methods, and e-commerce security management. Based on research on opportunities and challenges in business through electronic means, students will be able to minimize the risks when working with any e-commerce system.
23	HRM221	Human Resource Management	3	This course provides basic knowledge of human resource management such as the roles and main functions of human resource management, basic human resource management models, job design and redesign techniques in an organization, the art of constructing performance evaluation criteria for employees in an organization, workforce planning in an organization, and the nature, content, principles, and process of recruitment, selection, and utilization of human resources in an organization. Through this course, learners will acquire fundamental knowledge of managing people in a

				business, develop the necessary skills, and apply information technology to practical work in the future. Effective use of human resources contributes up to 80% to the success of an organization, making the study of human resource management an important aspect of organizational management.
3. Basic knowledge of clerical – archives and office administration				
24	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.
25	ADO331	Introduction to 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.
26	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.
27	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.
28	QLH331	Manage office administrative processes	3	This course helps students to gain basic knowledge of administration, office work, and administrative office operations, such as: the concepts, contents of administration and administrative office work; functions and structure of an office. Additionally, the course helps students to understand administrative office operations such as: organizing the collection and processing of information and providing advice to leadership, coordinating office activities, drafting documents, archiving files, organizing administrative communication. Students will be able to develop and manage administrative office processes.
4. Specialized knowledge block				
4.1. Required Courses/Modules				
29	IOM231	Microsoft Word	3	This course provides students of Office 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.
30	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.
31	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.
32	RHM231	Professional receptionist – organizing meeting	3	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.
33	SCA331	Scientific Classification of Archived Documents	3	This course provides students with basic knowledge and theoretical issues of document classification and classification. It covers topics such as the relationship between scientific classification and document classification, the role of document classification in document management and storage, methods for determining the characteristics of document classification, and methods for developing and selecting classification schemes for specific record collections or document blocks within a collection. The course also covers the sequence of steps involved in document classification for an organization's record collection.
34	EUA331	Archived Documents Exploitation and Use	3	This course provides students with basic knowledge about the purposes of organizing and utilizing archival materials, forms of organizing and utilizing archival materials, and introduces various tools for searching for archival materials. It also introduces Vietnamese legal regulations related to organizing and utilizing archival materials, as well as some measures to improve the efficiency of this work. Additionally, the course also introduces the application of information technology in organizing and utilizing archival materials.
4.2. Elective Courses/Modules				
Modern office administration				
35	MOW331	E-Office Work Plan Management	3	The course provides students of Office Administration basic knowledge of the concepts of time management, management by objectives and management by process. In addition, the course also provides knowledge and skills to apply information technology to effectively solve real-world work such as managing the working time of individuals, organizations and businesses, production planning, work assignment, etc. The course provides an Essential PMI application in managing process and working

				time at agencies, organizations and enterprises in order to arrange and manage scientifically the schedule of activities and work. Thereby, providing tools so that each agency, organization, business and individual can effectively manage working time and save a lot of time and effort to deal with other necessary tasks. From there, contributing to the creation of science in management in general, helping students of Office Administration in particular to equip with more knowledge, as well as management capacity and practical tools to apply to specific jobs after their graduation.
	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.
	EGO321	E-government	3	This course provides students with fundamental knowledge of e-government, the current status of e-government development in Vietnam, and experiences drawn from building and developing e-government architecture in countries around the world. In addition, based on the characteristics and conditions of e-government construction and implementation, the course will guide students to understand the applications of information portals in e-government. Furthermore, this course identifies the main issues surrounding e-government, as well as providing readers with updated information on managing and operating governments through the application of information technology in developing countries. The commitment of leaders to implementing e-government shows that through the combination of technology with new management methods, the government can become more efficient, effective, transparent, and responsive to the demands of

				citizens more quickly.
Administration administrative				
36	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.
	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.
		Management psychology	3	This course focuses on studying the phenomena, laws, and psychological mechanisms of individuals and groups in management activities, including motivation, operations, communication of subjects, and management objects. The course also studies the socio-psychological phenomena of groups as subjects of management. Additionally, the course explores the basic characteristics of leaders, their psychological traits, leadership styles, reputation, and capabilities, as well as the psychological factors for the survival and development of leadership teams, and the path to forming and developing the personalities of leaders and managers. Furthermore, the course examines the psychological basis of

				improving management effectiveness, leadership in the selection, evaluation, arrangement, and training of personnel.
Clerical – Archives				
37	MDS231	Document and Seal Management	3	This course provides students with basic knowledge of document and seal management organization and its practical application in various agencies and organizations. It covers the concept of document management, incoming and outgoing documents, as well as the significance, requirements, and principles of organizing document and seal management. Students will also learn about organizing the management of different types of documents, such as internal, confidential, and official documents, as well as the organization and usage of seals.
	MDS231	Insurance Archived Documents	3	This course provides basic knowledge on implementing measures for copying and preserving archival documents in a separate specialized storage facility, apart from the original copies for especially valuable and rare archival materials, in order to ensure their safety.
	EDS121	Archiving Electronic Documents	3	This course provides basic knowledge of documents created in the form of data messages generated during the operation of agencies, organizations, or individuals that are selected for storage or digitized from archival materials on other data carriers.
5. Internship/ Graduation Project				
38	SPP441	Professional internship	4	The course helps students consolidate their learned knowledge associated with practice, enabling students to understand about clerical and archival work and office administration in businesses, organizations, as well as illustrating the solutions offered by information technology in these fields. The course helps students develop skills in summarizing information, interpreting problems, and cultivate discipline and responsibility in their work.
39	GRP451	Graduation	5	The course helps students consolidate

		internship		their previously learned knowledge, connect learning with practical applications to provide opportunities for students to understand more about the profession and specific tasks in their field. It also helps to train students in skills such as collecting and processing information to serve management activities, presentation skills, and interpersonal skills in working relationships within the internship unit.
40	THS985	Graduation project	7	The course provides students with the ability to apply and synthesize knowledge in the fields clerical - archive, and office administration to identify and determine problems, analyze and choose appropriate solutions, implement solutions, evaluate results, and transfer support to organizations and businesses. The course helps students to hone their skills in synthesizing knowledge, presentation, problem analysis, and cultivating discipline and responsibility in their work.
Courses/modules replacing Graduation thesis				
	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 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.
	MC0321	Negotiation and Change management in the organization	4	This course provides students with basic knowledge of negotiation, the art of effectively applying theory and experience, and the profession (as a function of diplomacy). It involves identifying the parties involved in the conflict, analyzing the roles and responsibilities of the parties involved, and analyzing the causes of the conflict. On the other hand, after analyzing the conflict, activities are needed to resolve the conflict.
	PEU221	Maintenance Techniques, Identification and Supplementation of Archived Documents	4	This course helps learners understand the causes of damage and loss of archival materials, such as those caused by materials and fabrication methods, environmental factors, microorganisms and living organisms, and poor storage and use of materials. This knowledge can be applied to effective document management or to advise leaders on building preservation regimes in storage warehouses. The course also equips learners with the latest research findings on safe preservation work and extending the lifespan of archival materials to provide the best conditions for their effective use in leadership, management, and historical research work.

ADR331	Administration Innovation	3	This course aims to provide students with knowledge about administrative reform, such as the concept, role, and purpose of administrative reform, while also helping students understand the process of administrative reform in Vietnam and the current content of administrative reform in Vietnam. The course provides knowledge about administrative procedures, including the concepts, characteristics, classification, significance, and principles of constructing administrative procedures.
Total		**120**	

13. Facilities for learning

13.1. Computer labs to practice software

- Practical laboratory

- Computer room

13.2. Libraries, Websites

- Thai Nguyen Learning Resource Center

- Library of the University of Information and Communication Technology

- Directory of sites:http://elib.ictu.edu.vn/; http://lrc.tnu.edu.vn/

14. Program implementation instructions

14.1 Training Program

The training program is implemented in accordance with the university training regulations of the regular system, according to the current credit system of the Ministry of Education and Training and of Thai Nguyen University, University of Information and Communication Technology.

The scheduled hours are as follows:

1 credit = 15 hours of theoretical teaching or class discussion

= 30 hours of experimentation or practice

= 45 hours of self-study

= 45- 90 hours of internship at the facility.

= 45 - 60 hours of graduation thesis. The number of hours of the course is a multiple of 15.

14.2 Foreign language output standards

The foreign language output standards are decided by the School's Science and Training Council at the beginning of the enrollment courses. During the study period, the school will control the development of students' foreign language proficiency over each academic year to determine the number of credits for subjects in the semester that students are allowed to register. Students can study on their own or register for a foreign language development program according to the university's project.

15. Correlation matrix of the courses in the learning outcomes of the curriculum in 2021

(Promulgated in Decision No. 566/QĐ-ĐHCNT&TT dated August 30, 2021 of the Rector of the University of Information and Communication Technology)

Output standard	1																	2										3				4							
Term (list the HP in the curriculum by semester)	1.1			1.2		1.3						1.4			1.5			2.1		2.2		2.3		2.4		2.5		3.1		3.2		4.1		4.2		4.3		4.4	
	1.1.1	1.1.2	1.1.3	1.2.1	1.2.2	1.3.1	1.3.2	1.3.3	1.3.4	1.3.5	1.3.6	1.4.1	1.4.2	1.4.3	1.5.1	1.5.2	1.5.3	2.1.1	2.1.2	2.2.1	2.2.2	2.3.1	2.3.2	2.4.1	2.4.2	2.5.1	2.5.2	3.1.1	3.1.2	3.2.1	3.2.2	4.1.1	4.1.2	4.2.1	4.2.2	4.3.1	4.3.2	4.4.1	4.4.2
Semester 1																																							
English 1				2	3																																		
Marxist-Leninist Philosophy	3																																						
General informatics						2	3	3	3	3	3																												
Economics												2	2																										
Administration Science												2	2																										
Semester 2																																							
English 2				3	3																																		
Marxist-Leninist political economy	3																																						
General law		3																								3													
Ecommerce						2	3							3		2																							
Compiling and Issuing E-documents												2	2					2																2					
Introduction to Clerical													2																					2					
Semester 3																																							
English 3				3	3																																		
Scientific socialism	3																																						
Introduction to archive														2																				2					
Professional Secretary																							2		2														
Basic Marketing												2	2																										
Semester 4																																							
English 4				3	4																																		
History of the Vietnamese Communist Party	3																																						
Manage office administrative processes												3			2			2																		3			
Electronic spreadsheet									3					3																									
Human Resource Management												3			2																								
Organize and manage to												3		3	3							3														3			

Output standard	1																	2										3				4							
Term (list the HP in the curriculum by semester)	1.1			1.2		1.3						1.4			1.5			2.1		2.2		2.3		2.4		2.5		3.1		3.2		4.1		4.2		4.3		4.4	
	1.1.1	1.1.2	1.1.3	1.2.1	1.2.2	1.3.1	1.3.2	1.3.3	1.3.4	1.3.5	1.3.6	1.4.1	1.4.2	1.4.3	1.5.1	1.5.2	1.5.3	2.1.1	2.1.2	2.2.1	2.2.2	2.3.1	2.3.2	2.4.1	2.4.2	2.5.1	2.5.2	3.1.1	3.1.2	3.2.1	3.2.2	4.1.1	4.1.2	4.2.1	4.2.2	4.3.1	4.3.2	4.4.1	4.4.2
clerical - archive																																							
Semester 5																																							
Ho Chi Minh's Ideology	3																																						
Research Methods in Socioeconomics																								3		3	3												
Management information systems													3																							2			
Introduction to Office Administration													2			3				3																			
Professional internship																								2			2					2	2			2	2	2	2
Semester 6																																							
Corporate culture		3										3	3																										
Scientific Classification of Archived Documents																3		2																3					
Organization of scientific labor and office equipment																3			2			3																	
Microsoft Word														3																								2	
Professional receptionist – organizing meeting																3				3									3					3					
Archived Documents Exploitation and Use																3			3																				
Semester 7																																							
Soft skills									3																							3	3						
Online Public Services															3					3								3							3				
Elective 1																		3		3																			
Elective 2																			3		3			3															
Elective 3															3	3		3				3																	
Semester 8																																							
Graduation internship																								3						3		3	3			3	3	3	3
Graduation project																								3						3		3	4			4	3	4	3
Knowledge block of General Education + Higher Education																																							
Physical Education 1		3																																					
Physical Education 2		3																																					
Defense Education		3																																					

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/a3.PLOs-of-OA-version-2021.pdf

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

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

RECTOR	**Dean of the Faculty of Economic Information Systems**
Ph.D Nguyen Van Tao	**Ph.D Vu Xuan Nam**