
SYLLABUS

PROGRAM OF PUBLIC MANAGEMENT AND POLICY IN ENGLISH
(E-PMP)

LEVEL OF EDUCATION: UNDERGRADUATE

TYPE OF EDUCATION: FULL-TIME

1. GENERAL INFORMATION

- *Course title (Vietnamese):* *Truyền thông*
- *Course title (English):* *Fundamentals of Communication*
- *Course code:* *EPMP1127*
- *Knowledge group:* *General Education*
- *Credit:* *3*
- *Prerequisite courses:* *No*

2. THE DEPARTMENT IN CHARGE: Social Management

3. DESCRIPTION

The Fundamentals of Communication course provides an overview of practical skills that all employees and managers can use to be more effective. Rather than theory, the course is more applied. It tries to give students skills that will help in any career. Students must attend EVERY class and participate actively.

4. REFERENCES

Required textbooks:

Krizan A.C. Buddy (2002), Business communication, Ohio: South-Western college publishing, 677p, 28cm

Other references:

Locker Kity O (2007), Business communication building critical skills. Third edition, USA, Mc Graw Hill Irwin, 2007, 559p.

5. COURSE OBJECTIVES:

Goal (Gx)	Description	PLO	Level
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[1]	[2]	[3]	[4]
G1 (Knowledge)	Understand the importance of communication in public organizations; Applying and analyzing communication, workplace communication, reporting, proposals, and presentations	KT3	3
G2 (Skill)	There are technical power distribution area, improvise, adapt the communication inside and outside the organization in English; Have skills to combine verbal communication, writing, and other forms of conveying information about the organization in English	KN4 KN5	4 3
G3 (Level of autonomy and responsibility)	Self-study for work to create capacity to work for a lifetime. Have a sense of responsibility, cooperation, and autonomy at work; take responsibility for work results	NLTC2	4

6. COURSE LEARNING OUTCOME

Goal	CLO (CLOx.x)	Description	Level
[1]	[2]	[3]	[4]
G1 (Knowledge)	CLO1.1	Understand the importance of communication in public organizations	2
	CLO1.2	Applying and analyzing communication, workplace communication, reporting, proposals, and presentations	3
G2 (Kỹ năng)	CLO2.1	There are technical power distribution area, improvise, adapt the communication inside and outside the organization in English	4

	CLO2.2	Have skills to combine verbal communication, writing, and other forms of conveying information about the organization in English	3
G2 (Skill)	CLO3.1	Self-study for work to create capacity to work for a lifetime	4
	CLO3.2	Have a sense of responsibility, cooperation, and autonomy at work; take responsibility for your work results	4

7. COURSE ASSESSMENT

Form of evaluation	Content	Time	CLO	Evaluation criteria	Ratio (%)
[1]	[2]	[3]	[4]	[5]	[6]
Evaluate the learning process		From week 1 to week 12		<ul style="list-style-type: none"> - The level of lesson preparation from home (fully, thoroughly) - Level of participation in answering lecturers' questions (number of times and quality of answers) - Level of participation in questioning with lectures of lecturers (number of times and question quality) 	10%
Mid-term review	Session 1, 2, 3, 4, 5, 6	Weeks 4, 5	CLO 1.1, 2.1, 2.2, 3.1, 3.2	<ul style="list-style-type: none"> - The level of completed assignments theory works (time, quality of content and presentation, answered questions of teachers and classes associated with the attainment of knowledge, skills, and levels of 	20%

				autonomy and responsibility of the standard set output)	
Midterm review	Session 7, 8, 9, 10, 11, 12	Weeks 10, 11, 12	CLO 1.2, 2.2, 3.1, 3.2	- The level of individual homework completion (on time, the quality of the assignment is associated with the level of knowledge attainment, skills and autonomy, and responsibility of the module outcome standards)	20%
End-of-term evaluation	Session 1, 2, 3, 4, 5	Week 1 3	Tất cả các CLO của học phần	- The level of complete personal essay exam final (exam quality associated with the attainment of knowledge, skills, and levels of autonomy and responsibility of the standard output module)	50%

* The course uses turnitin software to assess academic integrity

8. TEACHING PLAN

Week/ Session	Contents	CLO	Activities	Assessment
[1]	[2]	[3]	[4]	[5]
1	Chapter 1. Course Introduction and Media Overview 1.1. Introduction to the subject 1.2. Communication overview	CLO 1.1, 2.1, 3.1, 3.2	Learning at home: read Chapter 1 Classroom: Lecture Discussion (group discussion and class discussion)	Evaluate the learning process, attitude, level of initiative and positivity in learning 10%
2	Chapter 2: Multicultural communication 2.1. Multicultural communication concept and characteristics	CLO 1.2, 2.1, 3.1	Learning at home: read Chapter 2 Classroom: Lecture Class discussion Presentation	Presentations: 20% Intermediate personal exercise: 20%

	2.2. Content, multicultural communication tools		
3	Chapter 3: The process of writing documents in a digital age 3.1. Drafting texts in a digital age 3.2. Introduce the text editing process	CLO 1.2, 2.2,3.1	Learning at home: read Chapter 3 Classroom: Lecture Discussion groups Presentation
4	Chapter 3: The process of writing documents in a digital age 3.3. Text editor 3.4. Edit text	CLO 1.2, 2.1, 2.2, 3.2	Learning at home: read Chapter 3 Classroom: Lecture Class discussion Presentation
5	Chapter 4: Communication in the workplace 4.1. Quick messages at work 4.2. Technical Communication No.	CLO 1.2, 2.2, 3.2	Learning at home: read Chapter 4 Classroom: Lecture Discussion groups Presentation
6	Chapter 4: Communication in the workplace 4.3. Convincing message 4.4. Sales message	CLO 1.2, 2.2, 3.2	Learning at home: read Chapter 4 Classroom: Lecture Class discussion Presentation
7	Chapter 5: Reporting in the digital age organizations	CLO 1.2, 2.1, 2.2, 3.2, 3.3	Learning at home: read Chapter 5 Classroom: Lecture Discussion groups

	5.1. Concept and characteristics of the report 5.2. Reporting in the digital age		Presentation	
8	Mid-term test			
9	Chapter 6: Proposals and presentations 6.1. Offer 6.2. Presentation	CLO 1.2, 2.2, 3.1, 3.2	Learning at home: read Chapter 6 Classroom: Lecture Class discussion Presentation	
10	Chapter 7: Communication of jobs 7.1. Looking for jobs in the digital age 7.1. Write a digital resume	CLO 1.2, 2.1, 2.2, 3.1, 3.2	Learning at home: read Chapter 7 Classroom: Lecture Discussion groups Presentation	
11	Chapter 7: Communication of jobs 7.1. Communication in the interview 11.2. Communication after interview	CLO 1.2, 2.2, 3.1, 3.2	Learning at home: read Chapter 7 Classroom: Lecture Class discussion Presentation	
12	Review and prepare for the end of the test	All CLOs	Classroom: Lecture Class discussion	
13	Examination at the end of the period	All CLOs	Examination: 90 minutes	Final test: 50%

9. COURSE REQUIREMENT

9.1. Rules of class participation

- Students/students are responsible for attending all classes. There must be sufficient and reasonable proofs in case of absence from school due to force majeure

reasons.

- Students are responsible for all research documents, proactively prepare lessons before class under the guidance and requirements of gi total bout member

- Students who miss more than two classes are deemed not to complete the course and must re-register.

Students who submit individual assignments and group assignments late compared with the instructors' prescribed time will receive a score of 0 for that assignment.

- Regarding the exchange between lecturers and students: Encourage students to participate in discussions, give direct feedback with teachers about the module's content, teaching and learning methods, teaching and reading materials. Lecturers also encourage students to give feedback on the form, methods, and contents of the tests and evaluate students' learning results. Students can communicate with lecturers in class, during office hours, or via email. The valuable student feedback contributes to improving the teaching and learning quality of the module.

9.2. Rules of classroom behavior

- The module is conducted on the principle of respect for learners and teachers. All acts that interfere with the teaching and learning process are strictly prohibited.

- Students need to actively participate in lectures in class through discussions with teachers (answer and ask questions) and group discussions, presentations

- Students must go to school on time. Students who are late more than 10 minutes after class starts will not attend the class.

- Not make noise affects others in the learning process.

- Not eat, drink, chew gum, use devices such as phones, music players during class.

Laptops and tablets are only used to record lectures, calculate for lectures, exercises, absolutely not used for other purposes.

Hanoi, Date Month Year 20

DEAN OF FACULTY

(Signed)

PRINCIPAL

(Signed)