

**PJSC "Higher Education Institution" INTERREGIONAL ACADEMY OF
PERSONNEL MANAGEMENT"**

Danube branch



SYLLABUS

of the academic discipline (selective)

RECORDS MANAGEMENT IN ADMINISTRATION

Specialty **D3 Management**

Educational level: **First (bachelor's) level**

Educational program: **Management**

General information about the academic discipline

Name of the discipline	Records management in administration
Code and name of specialty	D3 Management
Level of higher education	First (bachelor's) level
Discipline status	Selective
Number of credits and hours	3 credits / 90 hours. Lectures: 20 Seminars/practical classes: 14 Students' independent work : 56
Terms of study of the discipline	4 semester
Language of instruction	Ukrainian
Type of final control	Pass/fail (credit)

General information about the teacher. Contact information.

Tomchuk Oleg Fedorovich	
Academic degree	PhD in Philology
Position	Associate Professor of the Department of Social and Scientific Disciplines
Areas of scientific research	Linguodidactic aspects of teaching the Ukrainian language for professional purposes and academic writing; The Role of Linguomanagement in Business Communication and Transformation of Language Culture in the Context of Digitalization of Society
Links to the registers of identifiers for scientists	Google Scholar https://surl.l.u/ppgnggh ORCID: https://orcid.org/0009-0008-0676-0904
Contact information:	
E-mail:	menezdmentuk@gmail.com
Contact phone number	+380677445957
Instructor's portfolio on the website	https://izmail.maup.com.ua/assets/files/tomchuk-portfolio-a.pdf

Discipline's description.

The educational component of the "Office Management in Management" is aimed at forming a set of knowledge and skills in future managers regarding professional work with documents as key carriers of management information. The course combines the study of classical documentation standards (DSTU 4163:2020) with the latest trends in digital transformation (EDM), the power of managerial decisions and the implementation of language policy in the organization.

The subject of the discipline is the system of documentation support of management, patterns of creation, processing and storage of documents, as well as linguistic and technological aspects of the organization of document flow at the enterprise.

The aim of the discipline is to master the theoretical foundations and acquire practical skills in documenting managerial activities, designing routes for the movement of

documents in the context of digitalization and applying the norms of the official business style to increase the effectiveness of management.

The objectives of the discipline are the assimilation by applicants of the theoretical foundations and regulatory requirements for the creation of management documents in accordance with national standards. The training involves mastering the methodology of drawing up organizational, administrative and information documents, as well as the acquisition of practical skills in designing rational document management systems in organizations. An important task is the development of the ability to apply the principles of linguistic management for editing business texts and ensuring their compliance with the norms of official business style. In addition, the discipline is aimed at mastering modern digital technologies of electronic document management, preparing documents for archival storage and fostering a culture of academic integrity when working with professional information.

As a result of studying the selective educational component "Records management in administration", applicants must:

Know:

- the regulatory framework of office work in Ukraine and the requirements of the national standard DSTU 4163:2020;
- composition and rules for drawing up details of management documents;
- features of the official business style and principles of linguistic management in the organization;
- classification and functions of documents in the management system;
- stages of the document life cycle: from creation to archival storage;
- technologies and services of electronic document management (EDM) and QES imposition;
- Fundamentals of academic integrity and ethics of business communication.

Be able to:

- to draw up and draw up organizational, administrative and information documents in accordance with the standards;
- design rational routes of incoming, outgoing and internal documentation;
- edit the texts of managerial decisions, eliminating clerical errors and language errors;
- work with digital tools for office automation;
- form a nomenclature of cases and prepare documents for transfer to the archive;
- control the execution of documents and organize the work of the office management service;
- apply academic writing skills in the preparation of analytical reports.

Prerequisites for the discipline. To successfully study the discipline, students need basic knowledge in the following subjects: "Modern Ukrainian Language" (normativity of speech), "Fundamentals of Management" (management functions), "Fundamentals of Academic Writing" (structure of a scientific/business text) and "Computer Science" (skills in working with text editors).

Post-requisites for the discipline. The skills acquired during the course will be used in the study of disciplines: "Human Resources Management", "Legal Regulation of Management", "Corporate Governance", as well as during internship and writing a bachelor's/master's qualification work.

Content of the academic discipline

№	Topic name	Teaching Methods/Assessment Methods
Topic 1	Regulatory Regulation of Record Keeping in Ukraine	<p>Teaching methods: In modern higher education, a combination of traditional and interactive approaches works best:</p> <ul style="list-style-type: none"> – visualization lectures, problem lectures, discussions on language norms in business. – performance of situational exercises (drawing up orders, issuing letters), work in electronic document management systems (EDM). – modeling of a meeting with logging, consideration of cases (Case Study) on conflict situations in business correspondence. – development of an individual nomenclature of cases for a conditional enterprise. – use of AI tools for text editing, online testing. <p>Assessment methods</p> <ul style="list-style-type: none"> – Testing: closed and open questions for knowledge of DSTU 4163:2020. – Implementation of practical cases: assessment of the ability to correctly arrange the details and formulate the text of the document. – Defense of an individual task: presentation of a project (for example, a developed instruction on office work). – Self-assessment and mutual evaluation: students analyze each other's work for mistakes in a business style (this develops critical thinking)
Topic 2	Document as a management communication tool	
Topic 3	Preparation and execution of administrative documents	
Topic 4	Organizational and information documentation in the management system	
Topic 5	Language Culture of Business Text and Linguistic Management	
Topic 6	Electronic document management (EDM) and digital transformation	
Topic 7	Organization of document flow at the enterprise	
Topic 8	Documentation of HR and HR activities	
Topic 9	Business Correspondence: External and Internal Communication Strategies	
Topic 10	Archival storage of documents and information security	
Module Assessment Task		
Final assessment: pass/fail (credit)		

Technical Equipment and Software.

The discipline is taught in specialized computer classes, where each workplace is equipped with a personal computer with an installed package of office programs for creating and editing management documentation. Multimedia equipment (projector, interactive whiteboard) is used to visually demonstrate document flow algorithms and rules for registration of requisites in accordance with DSTU 4163:2020.

The educational process is provided by modern software tools (word processors, spreadsheet editors, document flow visualization tools), as well as access to the Internet to work with:

- Electronic document management systems (EDM): work with demo versions of platforms (for example, "Vchasno", "M.E.Doc", "Megapolis.DocNet") to practice the skills of registration, approval and imposition of QES (qualified electronic signature).
- Cloud services and visualization tools: for building document flow schemes (document flow routes) and modeling the document life cycle "from creation to archive".
- State information resources and databases: work with the Zakon.rada.gov.ua portal and resources of the State Archival Service of Ukraine to search for current regulatory requirements and storage periods of documents.
- Specialized linguistic services: to check the compliance of document texts with the norms of the official business style of the Ukrainian language and to edit terminological constructions.

Forms and methods of assessment.

The system of assessment of learning outcomes consists of current and final (semester) control. Current control is carried out systematically in practical classes and during the verification of independent work. Its purpose is to test theoretical knowledge of the regulatory framework and practical skills, in particular, the ability to draw up management documents in accordance with state standards, design document flow routes and optimize the life cycle of a document in an organization.

The forms of assessment include:

- oral types of work: defense of practical works (justification of the choice of details and type of document for a specific management situation), presentation of draft individual instructions on office work, participation in professional discussions on the implementation of electronic document management systems (EDM) and compliance with the language policy in the institution;
- written and practical types of work: performing computer tests for knowledge of DSTU 4163:2020, solving situational problems (case study) for drawing up orders, acts and business letters, as well as graphic modeling of traffic patterns of incoming, outgoing and internal documentation.

Methods of ongoing assessment combine express surveys, quality control and technical and linguistic audit of the compiled documents (checking for compliance with the norms of DSTU and official business style), as well as monitoring the activity of applicants when solving applied problem situations related to the protection of personal data and control of the execution of documents.

Grading system and requirements.
Table of distribution of points received by students*

Topics	Ongoing knowledge assessment						Final control		Total points
	Seminar 1 (Topic 1,2)	Seminar 2 (Topic 3,4)	Seminar 3 (Topic 5)	Seminar 4 (Topic 6,7)	Seminar 5 (Topic 8,9)	Seminar 6 (Topic 10)	Module assessment task	Pass /Fail	
Work in a seminar class	6	6	6	6	6	6	20	20*	100
Independent work	4	4	4	4	4	4			

*The table contains information about the maximum points for each type of academic work of a higher education applicant.

Assessment Criteria and Procedure

The system of control of knowledge in the discipline is based on the requirements of the current "Regulations on the assessment of students' knowledge" and is implemented through a cumulative mechanism. This approach guarantees that all the achievements of the applicant are taken into account during the semester, including the quality of practical work, the results of modular control and participation in professional discussions, ensuring the transparency of the formation of the final grade.

Modular Assessment. Modular Assessment (MA) is carried out once a semester in the form of a comprehensive modular control work (MCR) after the completion of the study of the main educational material. The ICR is aimed at checking the level of assimilation of theoretical knowledge and the ability to apply it in solving applied problems in the field of documentation support of management.

The structure of modular control work includes:

- test tasks (to check proficiency in professional terminology, knowledge of the requirements of DSTU 4163:2020, rules for organizing document flow and the norms of the official business style of the Ukrainian language);
- practical task (to test the skills of compiling management documents according to a given situation, designing document movement schemes and editing texts in order to eliminate speech errors and clerical errors).

Criteria for evaluating the ICR:

- "Excellent" (90-100% points): the student provided comprehensive answers to test questions; accurately executed the document in accordance with DSTU 4163:2020; demonstrated fluency in professional terminology, correct use of props and a high level of language literacy (absence of clerical and stylistic errors).
- "Good" (75–89% of points): the student generally coped with the tasks, but made insignificant inaccuracies (for example, isolated errors in punctuation or minor deviations in the design of secondary details); chose not the most rational form of the document to solve the managerial situation.
- "Satisfactory" (60-74% of points): the student has mastered the basic material (knows the main types of documents and their structure), but has made significant mistakes

in tests or completed a practical task in violation of logic (for example, incorrectly identified the addressee, made gross speech or technical errors, did not complete the task in full).

- "Unsatisfactory" (less than 60% of points): the student was unable to answer most of the test questions; did not complete a practical task or demonstrated a lack of skills in working with the regulatory framework and professional tools (EDM, text editors).

Assessment of independent work (maximum score — 4 points)

The applicant's independent work (performing individual tasks, preparing draft documents, analyzing cases from document management) is evaluated based on the results of checking the work performed or defending them during practical classes.

4 points ("Excellent"): The applicant demonstrated a creative approach to solving a managerial situation, a deep understanding of the regulatory framework and the ability to independently choose the optimal types of documents. The work is flawlessly designed (according to DSTU 4163:2020), the text is logical, stylistically consistent (without clerical issues), the conclusions are justified. The task was delivered on time.

3 points ("Good"): The task was completed in full, the managerial decision was correct, but minor inaccuracies were made in the design of the details, minor stylistic flaws, or the way of approving the document was irrationally chosen.

2 points ("Satisfactory"): The work is completed, but contains significant shortcomings: errors in determining the type of document or its structure; lack of analytical conclusions on the route of the document; violation of the requirements of the standard for registration. Or the task was completed correctly, but handed over in violation of the established deadlines without a good reason.

0–1 point ("Unsatisfactory"): The task was not completed or completed in fragments (less than 50% of the volume); contains gross errors that deprive the document of legal force; facts of plagiarism or violation of the principles of academic integrity (in particular, uncritical use of AI without proper editing) were revealed.

Scale for evaluating the performance of independent work (individual tasks)

Maximum possible assessment of independent work (individual tasks)	Execution level			
	Excellent	Good	Satisfactory	Unsatisfactory
4	4	3	2	0-1

Evaluation of Additional (Individual) Educational Activities

To stimulate the creative activity of students and encourage in-depth study of modern technologies of office work and linguistic management, bonus points are awarded for activities performed in excess of the mandatory volume of the program.

1. Research and applied activities

Points are awarded for the study of topical problems of documentation and language communication in management:

- Participation in scientific events: participation in conferences and seminars on electronic document management, linguistic management, academic writing and language policy in management — 3-5 points.

- Development of author's applied solutions: creation of a draft instruction on office work for a real institution, development of a corporate glossary of terms, preparation of a regulation on the language policy of the enterprise or development of complex routes for the movement of electronic documents — up to 6 points.
- Participation in professional competitions and hackathons: participation in competitions on the digital transformation of office processes, development of startup ideas in the field of LegalTech or EdTech (in relation to academic integrity) — 5-10 points.
- Analytical work: preparation of research reports on the state of EDM implementation in Ukraine, analysis of typical language errors in business correspondence of modern managers, benchmarking of office management automation systems — up to 5 points.

2. Academic discipline and systematicity

Incentive points for a high level of organization of work and adherence to academic culture:

- Attendance of classes: attendance of all lectures and practical classes without absences — 3 points.
- High-quality systematization of the material: the presence of a structured synopsis with author's diagrams of document routes, samples of requisites according to DSTU and terminological dictionaries — 2 points.
- Mastering additional tools: independent study of professional systems (for example, skills in "Vchasno", "M.E.Doc", "Megapolis.DocNet" or services for checking texts for plagiarism) with a demonstration of practical skills — up to 4 points.
- Meeting deadlines: timely completion and defense of practical work without violating deadlines — 3 points.

Important: Additional points are added to the current rating, while the total amount of points for the semester (excluding the final control) cannot exceed the established limit according to the Regulations of the department/faculty.

Final semester assessment Pass /Fail (Credit)

The final semester assessment (credit) is a mandatory stage of completing the study of the discipline "Office Management in Management". It can take place in the form of accumulating points (automatically) based on the results of work in the semester or by drawing up a final credit work.

The form of final control is a test in the form of a combined test, which includes theoretical questions and the implementation of a practical situational task (case) on a PC (for example, creating a draft order, letter or drawing up a protocol based on the specified initial data).

The final grade is given based on the student's learning outcomes during the semester and consists of the sum of points:

- current control (defense of practical work, independent work);
- the results of the modular control work (MCR);
- additional (incentive) points for scientific and creative activity.

The procedure for forming an assessment:

- Students who have completed all the tasks provided for by the work program during the semester (successfully defended practical work, completed independent tasks, passed a modular control work) and scored a total of 60 points or higher, have the right to receive a final grade "automatically" in accordance with the number of points scored without additional testing.
- Students who have completed mandatory types of work (do not have academic arrears on practical work), but scored less than 60 points, as well as those applicants who want to increase their rating score, take the final credit.
- The tasks include testing knowledge of the regulatory framework of office work (DSTU 4163:2020), skills in EDM systems and the ability to edit the texts of management documents in compliance with the norms of the official business style.

To assess the learning outcomes of a higher education applicant during the semester, a 100-point scale, a national scale and an ECTS scale are used.

Summary assessment scale: national and ECTS

Total points for all types of learning activities	ECTS assessment	National scale assessment	
		for exam, course project (work), internship	For pass/fail (credit)
90 – 100	A	excellent	pass
82 – 89	B	good	
75 – 81	C	satisfactorily	
68 – 74	D		
60 – 67	E		
35 – 59	FX	unsatisfactory with the possibility of reassembly	fail unsatisfactory with the possibility of retaking
0 – 34	F	unsatisfactory with mandatory re-study of the discipline	fail with mandatory re-study of the discipline

Discipline's Policy

Successful mastering of the educational component "Office Management in Management" requires students to be systematic, have a high language culture and a responsible attitude to the preparation of documentation. Prerequisites are regular attendance of lectures and, especially, practical classes, active participation in the discussion of modern methods of digitalization of office processes, as well as timely and high-quality performance of all practical and individual tasks.

In case of missing classes or obtaining unsatisfactory results, the student is obliged to liquidate academic debt by working out practical work (drawing up appropriate types of documents) and demonstrating the acquired competencies to the teacher.

An integral part of learning is strict adherence to the norms of academic ethics and digital culture. The educational process is based on the principles of academic integrity, which provides for the exclusively independent performance of all creative and project tasks: the development of instructions, the construction of document flow schemes and the preparation of texts of management decisions.

Any use of external sources of information or regulatory frameworks must be accompanied by correct references (according to DSTU 8302:2015). Within the framework of the course, any manifestations of academic dishonesty are unacceptable, in particular:

- presenting other people's draft documents and graphic schemes as their own;
- plagiarism in research papers;
- non-critical use of generative AI to write business texts without proper professional processing and fact-checking;
- cheating during testing;
- deception or attempts to influence the objectivity of the assessment.

Recommended sources of information

Basic literature:

1. About information: Law of Ukraine of 02.10.1992 No. 2657-XII. URL: <https://zakon.rada.gov.ua/laws/show/2657-12#Text>.
2. On the obligatory copy of documents: Law of Ukraine of 09.04.1999 No. 595-XIV. URL: <https://zakon.rada.gov.ua/laws/show/595-14#Text>
3. DSTU 2732:2004. Record keeping and archival business. Terms and definitions of concepts. URL: <http://law.leschishin.org/nor024.php>
4. DSTU 3017-95. Editions. Main species. Terms and definitions. URL: https://ntb.pstu.edu/images/N-rabotniku/DSTU_3017_95.pdf
5. DSTU 4163:2020. Unified system of organizational and administrative documentation. Requirements for paperwork. URL: <https://zakon.help/article/nacionalnii-standart-dstu-41632020-derzhavna?menu=82>
6. Babiy I. V. Fundamentals of Record Keeping: Teaching Method. Edition for Cadets and Students of 2-3 Courses. Lviv: SPOLOM, 2020. 76 p. URL: <https://books.ldubgd.edu.ua/index.php/ed/catalog/download/116/80/354-1?inline=1>
7. Kurylo N. O., Lesovets N. M. Organization of the work of the documentation support service of management: scientific method. Manual. Poltava: Publishing house of the State Institution "Luhansk Taras Shevchenko National University", 2024. 127 p.

Additional literature:

1. Blikhar V., Veresklyia M., Mikhalitska N. Office Management: Teaching Method. Manual. Lviv: Lviv State University of Internal Affairs, 2021. 348 p.
2. Kuskova S. V. Office Management: Teaching Method. Manual. Kharkiv: Stylish Printing House, 2020. 312 p.
3. Kuskova S. V. Office Management: Terminological Dictionary. S. V. Kuskova. Kharkiv: DBTU, 2024. 30 p.
4. Lavruk O. S. Office Management: Teaching Method. Manual. Kamianets-Podilskyi: K-PNU, 2023. 215 p.
5. Lepetan I. Organization of office work in the managerial activity of the enterprise. Economy and society. 2022. № 39. DOI: <https://doi.org/10.32782/2524-0072/2022-39-49>.
6. Matveeva Y. T., Mayboroda T. M., Kirichenko K. I. Office Management: Textbook. Sumy: Sumy State University, 2021. 400 p.

7. Sydorenko A. I., Moskalenko I. A. Search for a model of optimization of office work for institutions, organizations and enterprises. *Ukrainian Journal of Construction and Architecture*. 2024. № 6 (024). Pp. 128-134. DOI: 10.30838/UJCEA.2312.271224.128.1120.
8. Udovychenko I., Udovychenko V. Actual trends in office work and document circulation in the field of management of general secondary education institutions. *New pedagogical thought*. 2024. № 2(118). Pp. 17-24. DOI: 10.37026/2520-6427-2024-118-2-17-24.

Information resources

1. The "Vchasno" or "M.E.Doc" system — demonstration materials of these services will help explain how modern commercial document management (KEDO) works.
2. The iGov e-services portal is an example of the implementation of administrative services through documentation.
3. The official website of the Ukrainian spelling is for checking the spelling of the names of institutions, positions and paperwork in accordance with the norms of 2019.
4. OnlineCorrector and "Mova.info" are tools for automatically checking texts for clerical errors and errors in business style.