

SYLLABUS

1. Course title:

Office operations with the administration and protocol

2. Code:**3. Cycle of study:****4. ECTS credits:****5. Type of course:** Mandatory Elective**6. Prerequisites:**

none

7. Class restrictions:

none

8. Duration / semester:**9. Weekly contact hours:**

9.1. Lectures:

2

9.2. Seminars:

0

9.3. Laboratory/Practice classes:

0

10. Faculty:

Faculty of Law

11. Department/study program:

General course - law

12. Lecturer:

Hajro Kofrc, associate professor

13. Lecturer's e-mail:

hajro.kofrc@untz.ba

14. Web site:

pf@untz.ba

15. Course aims:

Understanding communication and administration, and the subjects involved;

- Understanding the importance and essence of office-office business, business correspondence and protocols;
- Getting acquainted with the classification, organization, principles and basic activities of office-office business;
- Mastering the necessary knowledge regarding the types of letters / acts, their elements and forms;
- Acquiring the necessary knowledge and skills in the field of business administration (offers, other business letters and correspondence with banks), and archival business and business / diplomatic prototypes.

16. Learning outcomes:

Identification of communication competences - general and specialist, verbal and non-verbal;

- Verification of theoretical and practical knowledge in the field of office / office business;
- Analyzing acceptable language and style, spelling and grammar rules in verbal or written communication / administration;
- Differentiation and categorization of terms / concepts used in office business, business correspondence, and archival theory and practice, and
- Making submissions and business papers - Exemplars from practice.

17. Course content:

1. Concept of Administration in the Context of Administrative and Civil Rights;
2. Types and aspects of administration;
3. Administration Subjects;
4. Basic Principles of Chancellery Business;
5. Organization of office business,
6. Principles of Office Business;
7. Basic activities in office business;
8. Official letter / act;
9. Business Letter / Act;
10. Business morality;
11. Business Administration in Placement of Goods;
12. Business administration with the bank;
13. Archival business;
14. Archiving of cases and documents,
15. Business Protocol, and
16. Diplomatic Protocol.

18. Learning methods:

1. Interactive lectures, with intense dialogue with students about all considered issues;
2. Practices, in a way where students actively discuss and present their opinions;
3. Preparing, making and presenting group and individual work;
4. Acquiring practice by visiting courts and district attorney's office, with purpose of gaining additional practical knowledge in company law.

19. Assessment methods:

In the middle of semester students have a writing colloquium, which consists of all, until then, completed lectures of indicative content of given subject. It contains 8 (eight) theoretical questions [where correct answers are evaluated with 5 (five) points], apropos, student can achieve maximum of 40 (forty) points. It is considered that student has passed if minimum of 21 (twenty one) points was achieved.

Within pre-exam duties students can, optionally, make (individually or goras part of a group) a research, whose topic and thesis is within content of teaching subject. After it is completed a research is handed too professor for review and evaluation, after which a student presents it. If in making and presentation of research partake more students, 3 (three) at most, their participation is evaluated separately (as for individual) - 10 points at most.

For continuous activities, during semester, student can achieve up to 10 points.

Final exam is oral, where student answers 4 (four) theoretical questions that he draws, regarding all lectures, if he hasn't passed colloquium, or, remaining lectures, respectively to passed colloquium - where each question bears 10 (ten) points. It is considered that student has passed exam after he positively answers all 4 (four) questions, by which he can achieve a40 (forty) points at most. Assessment at final exam is evaluated with positive grade, if minimum of 21 points is achieved. Final exam can be performed in writing as well.

All together, for student to pass exam for listed subjects, a minimum of 54 points needs to be met.

Given concept, as well as complexity of assessment (which follows), applies when performing reformatory and additional reformatory exam.

20. Assessment components:

Exam grade is determined by following scale: Student duties - maximum points, Attendance to lectures - 5 (5%), Student activity - 5 (5%), Individual or group work 10 (10%), Colloquium - 40 (40%)

Final exam - 40 (40%)

Total/max - 100 (100%)

Final grade by number of points:

0 – 53 5 (F)

54 – 63 6 (E)

64 – 73 7 (D)

74 – 83 8 (C)

84 – 93 9 (B)

94 – 100 10 (A)

21. Required reading list:

1. Kofrc, H., Čivić, B., (2010), Administracija i protokol – kancelarijsko poslovanja, poslovno administriranje i arhiviranje (udžbenik), Tuzla, C.P.A., d.o.o., Tojšići;

2. Guffey, M. E., (2006), Business Communication-Process & Product, Fifth edition

22. Web sources:**23. Applicable starting from the academic year:**

2016/2017

24. Adopted in the Faculty/Academy session: