



RTU Course "Desk-officer Practice"

01A01 Speciālā lietojuma valodu katedra

General data

Code	VIA111
Course title	Desk-officer Practice
Course status in the programme	Internship
Course level	Undergraduate Studies
Course type	Professional
Field of study	Languages
Responsible instructor	Larisa Iljinska
Volume of the course: parts and credits points	1 part, 4.0 Credit Points, 6.0 ECTS credits
Possibility of distance learning	Not planned
Abstract	Students get acquainted with office, enterprise, and company structure and work organization. Practical application of theoretical knowledge: paperwork, translation, using office equipment
Goals and objectives of the course in terms of competences and skills	The aim of the internship is to familiarize with work organization at an office, enterprise or institution. Internship tasks: ? to develop record management skills; ? to develop office management skills and norms of business communication; ? to develop skills in running office equipment.
Structure and tasks of independent studies	Completing work tasks
Recommended literature	1.Ashley A., Correspondence workbook, China, OUP: 2003 2.Jaderstrom S., et al., Complete Office Handbook, Random House Reference:2002 3.Monro K., English for Secretaries – the Fundamentals of Correct Writing Applied to Correspondence, Fite Press: 2008 4.Seely J., Writing Reports, Spain, OUP: 2002 5.Stroman J. et al., Administrartive Assistant's and Secretaries Handbook, AMACOM: 2008
Course prerequisites	English language skills at B2 level according to CEFR, fundamentals of record management

Learning outcomes and assessment

Learning outcomes	Assessment methods
Students are able to improve the knowledge of fundamentals of record management and demonstrate administrative skills and business communication norms.	Student intern is able to register and conduct telephone communication, work at the reception, register personal applications, and fulfill the orders of the manager.
Students are able to demonstrate excellent knowledge of written and oral Latvian, Russian and English.	Student intern is able to edit, manage, and translate business correspondence, minutes and reports.
Students are able to work with computer and use contemporary versions of software: MS Word, MS Excel, Internet Explorer, Acrobat Reader etc.	Student intern is able to use various software managing, translating, editing and printing documents and correspondence.
Students are able to use office equipment.	Student intern is able to use office equipment. Evaluation: written report on the internship, signed by the manager of the respective company – tested/not tested.

Study subject structure

Part	CP	ECTS	Hours per Week			Tests		
			Lectures	Practical	Lab.	Test	Exam	Work
1.	4.0	6.0	0.0	0.0	0.0			*