

# COMMERCE DEPARTMENT

**CDIO : INTEGRATED LEARNING EXPERIENCE  
FOR DIPLOMA IN SECRETARIAL SCIENCE**



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FOR DIPLOMA IN SECRETARIAL SCIENCE**

# ACKNOWLEDGEMENT

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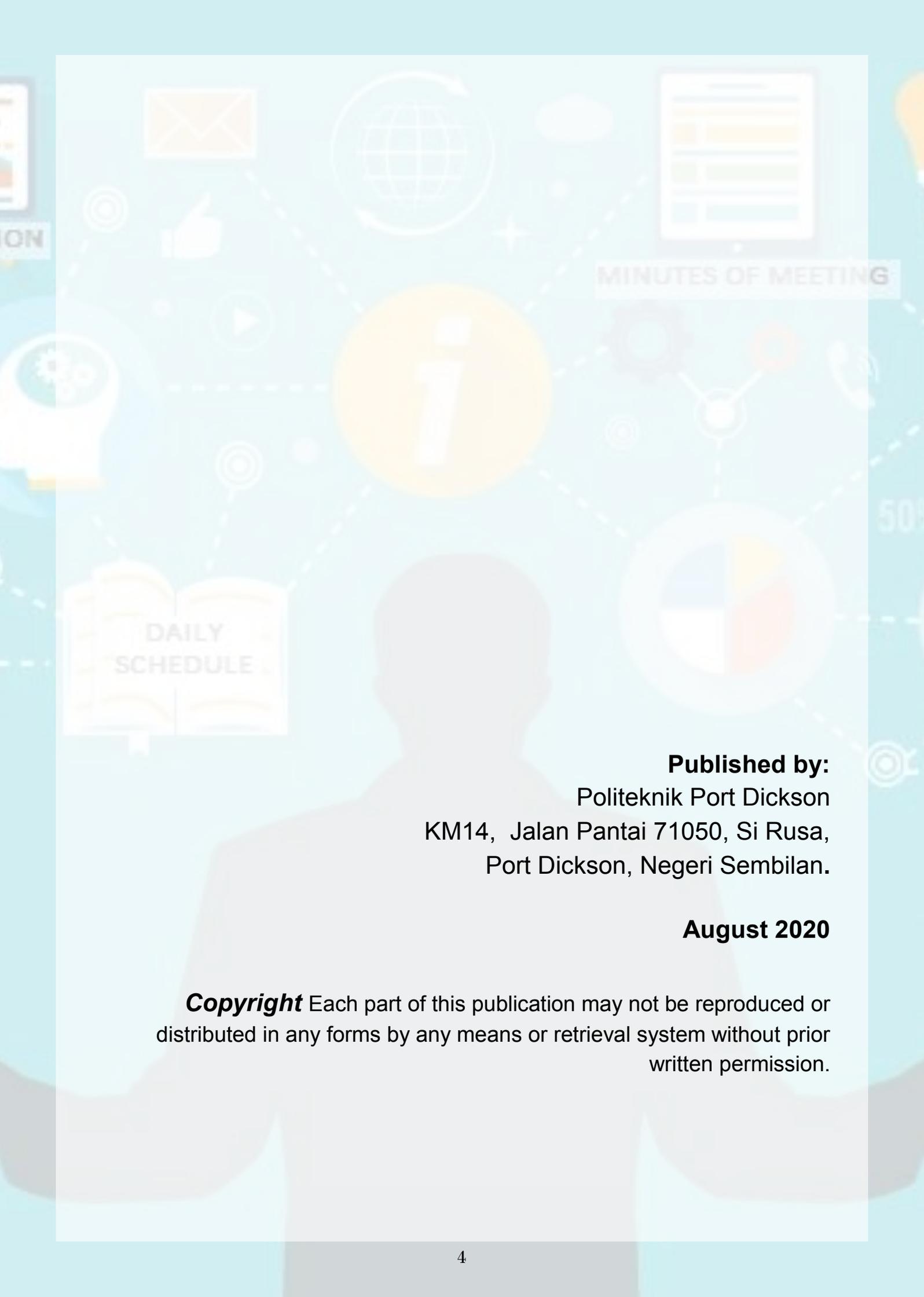
**DPK30113 — OFFICE ADMINISTRATION 2**  
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**DPK40153 — RECORD MANAGEMENT**  
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**DPK5023 — LAW AND PROCEDURE OF MEETING**  
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MINUTES OF MEETING

DAILY  
SCHEDULE

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# FOREWORD

This book would not have been possible without the endurance, guidance and kind support of many individuals. We would like to extend heartiest gratitude to all of them.

Alhamdulillah...

First and foremost, we wish to express our heartiest thanks and gratefulness to almighty Allah for His divine blessing makes we possible to complete this book successfully.

This book was developed and designed as a guidebook for both lecturers and students who are involved in teaching and learning for integrated courses of **DPK30113: OFFICE ADMINISTRATION 2**, **DPK40153: RECORD MANAGEMENT**, **DPK5023: LAW AND PROCEDURES OF MEETING** and **DPK5033 NOTE TAKING**. This guidebook also provides a clear picture of activities that student need to involve in integrated project for those courses stated. It is also acts as guidelines and manual in producing good and creative assessment project in every activity which consists of the project brief, design needs, the submission requirements and relevant references.

Moreover, this book also gives guideline for lecturers and students in understanding the suitable marking scheme that should be given during the practical and exercise session. Thus, rubric of assessment (marking scheme) is explained to guide the process of assessment and improve better understanding regarding syllabus requirements. Hopefully, this book will give benefits not only to students but also the lecturers involved.

Thank you.

# INTEGRATED LEARNING EXPERIENCE 1

## COMMERCE DEPARTMENT DIPLOMA IN SECRETARIAL SCIENCE

### Assignment Description

All student of Diploma in Secretarial Science are required to practice CDIO OBE integrated curriculum inter-programme. In Integrated Learning Experience, we integrated two (2) courses in Semester 4 which are DPK30113 Office Administration 2 and DPK40153 Record Management in the Diploma in Secretarial Science.

As part of the CDIO integration, students are required to make a mini project by observation of record management in department placement during internal practical. The assignment has integrated learning outcome which infuses the CDIO skill sets of the 21st century skills.

1. Skill Development
  - **Perform** an office activities at the real workplace (*Practical Skills*)
  - **Recognize** the problem or issue of record management encounter in the department and **prepares** the solution for the problem or issues. (*Numeric skills*)
2. Project
  - Observation of record management program in the real workplace (Group Project)
3. Assessment Methodology
  - Rubric

COURSE	TOPIC	ASSESSMENT
DPK30113 Office Administration 2	7.0: Handling Office Management	Practical In Real Workplace: 15%
DPK40153 Record Management	7.0: Record and Information Management Program	Mini project: 15%

## Design of Integrated Learning Experience

ASSIGNMENT LOs	COURSE	TOPIC	RELATED CLOs	ASSESS- MENT	IMPLE- MENTATI ON WEEK
At the end of the assignment, student be able to:	DPK30113	7.0: Handling Office Management	CLO3: Perform the secretarial work in the real workplace (P4, PLO3)	Practical In Real Work- place: 15%	Week 13
1. Perform an office activities in the real workplace	DPK40153	7.0: Record and Information Man- agement Pro- gram	CLO3: Organize a comprehensive cover- age of record man- agement using digital application to support daily work in a secre- tarial environment (A4, PLO5)	Mini project: 15% Assignment Los	Week 14
2. Recognize the problem or issue of record man- agement en- counter in the department and prepares the solution for the problem or is- sues.					

# COURSE MAPPING

COURSE/ WEEK	DPK30113 OFFICE ADMINISTRATION 2	DPK40153 RECORD MANAGEMENT
Week 13	Practical In Real Workplace (Perform the activities given by supervisor)	- collecting all information for mini project
Week 14		Mini project (Discussion in the group and do the mini project report)

# NOTES OF GUIDANCE



## SEMESTER 4

### **DPK30113 OFFICE ADMINISTRATION 2**

### **DPK40153 —RECORD MANAGEMENT**

## COURSE OUTLINE

1.	NAME OF COURSE	OFFICE ADMINISTRATION 2																
	COURSE CODE	DPK30113																
2.	SYNOPSIS	OFFICE ADMINISTRATION 2 provides students with an understanding of the secretarial functions in managing the office. The course emphasizes on abilities and capabilities of students in leading and assisting other staff as well as providing specific training in the real workplace. This course will help them to develop skills that will be important in their career as a professional or business position.																
3.	CREDIT VALUE	3																
4.	PREREQUISITE/ CO-REQUISITE (IF ANY)	OFFICE ADMINISTRATION 2																
5.	COURSE LEARNING OUTCOMES (CLO): Upon completion of this course, students should be able to:																	
	CLO1	Explain the significance of managing office activities in daily office operation ( C2 , PLO 1 )																
	CLO2	Apply the knowledge of information and ideas of office administration procedures to solve problem according to the problem based scenario given ( C3 , PLO 2 )																
	CLO3	Perform the secretarial work skills in the real workplace ( P4 , PLO 3 )																
5.	PROGRAMME LEARNING OUTCOMES (PLO):																	
	PLO 1 : Apply good understanding of concepts in the field of secretarial.																	
	PLO 2 : Analyze valuable information and ideas gathered by possessing scientific skills and utilizing different thinking skills in order to and solve problems in secretarial fields																	
6.	PLO 3: Perform secretarial practical work skills in managing activities																	
	ASSESSMENT METHOD: The course assessment consist of:																	
	<ul style="list-style-type: none"> <li>i. Continuous Assessment (CA) – 50%</li> <li>ii. Final Examination (FE) – 50%</li> </ul>																	
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 30%;">Assessment</th> <th style="width: 20%;">Quantity</th> <th style="width: 50%;">Percentage (%)</th> </tr> </thead> <tbody> <tr> <td>Theory Test</td> <td style="text-align: center;">1</td> <td style="text-align: center;">10%</td> </tr> <tr> <td>Problem Based Scenario</td> <td style="text-align: center;">1</td> <td style="text-align: center;">10%</td> </tr> <tr> <td>Mock Meeting</td> <td style="text-align: center;">1</td> <td style="text-align: center;">15%</td> </tr> <tr> <td>Internal Practical</td> <td style="text-align: center;">1</td> <td style="text-align: center;">15%</td> </tr> </tbody> </table>				Assessment	Quantity	Percentage (%)	Theory Test	1	10%	Problem Based Scenario	1	10%	Mock Meeting	1	15%	Internal Practical	1	15%
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Mock Meeting	1	15%																
Internal Practical	1	15%																

TEACHING SCHEDULE:				
Topic No.	Topic/Content	Recommended Contact Hours	Assessment Method	Week
1.0	<b>OFFICE COMPETENCIES</b> Explain the office competencies needed for employment and appropriate procedures in developing office competencies	2 hours Lecture 4 hours Practical	Theory Test	W1 - W2
2.0	<b>FINANCIAL INFORMATION PROCESS</b> Explain the procedures for processing cash transactions used in company, safeguards for cash, bank deposit, bank account reconciliation, petty cash, budget, income statement and balance sheet.	8 hours Lecture 2 hours Practical	Theory Test	W3 - W5
3.0	<b>TIME AND WORKSTATION MANAGEMENT</b> Explain the way to spend time to increase effectiveness in managing work, reminder system and importance of an organized workstation.	5 hours Lecture 2 hours Practical	Theory Test	W6 - W7
4.0	<b>MEETINGS AND TRAVEL</b> Organize meeting procedure, importance in participating in meetings, teleconferences and procedures for planning business travel.	8 hours Practical	Mock Meeting	W8 - W10
5.0	<b>PLANNING CAREER DEVELOPMENT</b> Apply the information to plan the entry into the workplace, career development, interview and orientation for new employee.	6 hours Lecture 2 hours Practical	Problem Based Scenario	W11 - W12
6.0	<b>PERSONAL QUALITIES AT WORK</b> Apply the aspects of personality that are critical for effective performance at work and effective interaction at workplace	4 hours Lecture	Problem Based Scenario	W13
7.0	<b>HANDLING OFFICE MANAGEMENT</b> Perform an office activities at the real workplace.	8 hours Practical	Practical at The Real Workplace (Appraisal Evaluation)	W14

## REFERENCES

8.

1. Main reference supporting the course Oliverio, M.E., Pasewark, W.R., White, B.R. (2019). *The Office Procedures and Technology* (7th ed.). Cengage Learning Asia Pte. Ltd.

2. Additional references supporting the course :

Kihoko Karingo. (2019). *Educational Management & School Administration*. Amazon

Quible, Z.K (2019). *Administrative Office Management* (8th ed.). Pearson

Schulze, J.W. (2018). *Office Administration*. Franklin Classics

Daft, R.L. (2018). *Mind Tap for Management* (13th ed.). Cengage Learning Asia Pte. Ltd.

Rankin, D.S., & Shumack, K.A. (2017). *The Administrative Professional: Technology & Procedures, Spiral Bound Version* (15th ed.). Cengage Learning Asia Pte Ltd.

DAILY  
SCHEDULE

## WEEK 13 - NOTES OF GUIDANCE

<b>Department:</b> Commerce	<b>Programme:</b> Diploma in Secretarial Science
<b>Course Code:</b> DPK30113	<b>Semester:</b> Semester 4
<b>Course Name:</b> Office Administration 2	<b>Class:</b> DSK4A, 4B, 4C
<b>Credit Hour:</b> 3	<b>Academic Session:</b> December 2020
<b>Pre-requisite:</b> Office Administration 1	

### 1. Course Learning Outcome

Upon completion of course, student will be able to

- **Perform** the secretarial work in the real workplace (**P4, PLO3**)

### 2. Topic 7.0 : Handling Office Management

7.1 Perform office activities at the real workplace

7.1.1 Builds secretarial skills of routine duties in the real workplace

### 3. Activity

- Lecturer will place student in designated unit or departments.
- Student will undergo internal practical for one (1) day.
- Student will be reported to the supervisor or officer in the morning of internal practical.
- Student will perform tasks or work directed by supervisor or officer in the unit or department.
- Officer or supervisor will be evaluate the student's work in the evaluation form.

### **SKOP TUGAS INTERNAL PRACTICAL**

1. Pengendalian peralatan pejabat seperti:

- a) mesin fotostat
- b) faks
- c) mesin pencetak
- d) mesin pengimbas dan yang berkaitan.

2. Pengendalian mesyuarat

- i. Membuat persediaan sebelum mesyuarat
- ii. Tugas-tugas semasa mesyuarat berlangsung (mencatat minit mesyuarat)
- iii. Tugas-tugas selepas mesyuarat berlangsung (menyediakan minit mesyuarat)

3. Pengendalian mel masuk (memo dan surat)

- i. Mengasingkan mel mengikut kategori
- ii. Merekod mel di dalam buku rekod
- iii. Menyerahkan mel kepada KJ @ KU untuk diminitkan
- iv. Membuat salinan mel
- v. Mengedarkan mel kepada pegawai yang berkenaan
- vi. Menyimpan mel ke dalam fail yang berkenaan

4. Pengendalian mel keluar (memo dan surat)

- i. Draft mel keluar
- ii. Menyerahkan mel kepada KJ @ KU untuk disemak dan ditandatangani
- iii. Merekod maklumat mel ke dalam buku rekod
- iv. Membuat salinan surat untuk simpanan Jabatan atau Unit
- v. Menyimpan mel ke dalam sampul surat bersama-sama dengan lampiran jika ada
- vi. Memastikan alamat ditulis dengan betul

5. Pengendalian telefon.

- i. Menjawab panggilan dengan segera iaitu tidak melebihi tiga deringan
- ii. Menjawab dengan nada yang sopan
- iii. Membantu pemanggil jika ada sebarang masalah
- iv. Prosedur mengambil pesanan
- v. Mengakhiri panggilan – mengucapkan terima kasih

\*Diminta penyelia menandakan (/) sekiranya kerja kerja diatas ada dilakukan oleh pelajar



# RUBRICS

MINUTES OF MEETING

DAILY  
SCHEDULE

**SEMESTER 4**  
**DPK30113 OFFICE ADMINISTRATION 2**  
**DPK40153 —RECORD MANAGEMENT**

## BORANG PENILAIAN LATIHAN INDUSTRI DALAMAN

Nama dan no. pendaftaran pelajar: \_\_\_\_\_

\_\_\_\_\_

Nama dan Jawatan Penyelia: \_\_\_\_\_

\_\_\_\_\_

Tempat Latihan: \_\_\_\_\_

\_\_\_\_\_

Tarikh Penyeliaan: \_\_\_\_\_

\_\_\_\_\_

**TANDAKAN (√) PADA RUANG YANG BERSESUAIAN**

BIL.	PERKARA	AMAT LEMAH (1)	LEMAH (2)	SEDERHANA (3)	BAIK (4)	AMAT BAIK (5)
1	<b>Keupayaan menyesuaikan diri kepada budaya kerja organisasi</b> (Ability to adapt to industry's work culture)					
2	<b>Keupayaan belajar dengan cepat</b> (Ability to learn fast)					
3	<b>Keupayaan bergaul dengan rakan sekerja</b> (Ability to get along with colleagues)					
4	<b>Kemahiran berkomunikasi</b> (Communication skills)					
5	<b>Disiplin Semasa Berkerja: Ketepatan Masa dan Rupa Diri</b> (Discipline at work such as Punctuality and Personality)					
6	<b>Bertanggungjawab</b> (Responsibility)					
7	<b>Komitment</b> (Commitment)					
8	<b>Kemahiran Amali</b> (Practical Skills) i. Penggunaan peralatan pejabat ii. Mengambil catatan dengan menggunakan shorthand dan trengkas iii. Penggunaan ICT					
9	<b>Berkongsi Ilmu dan Rajin Menimba Ilmu</b> (Sharing knowledge and Lifelong Learning)					
10	<b>Prestasi Keseluruhan</b> (Overall Performance)					
	<b>JUMLAH MARKAH</b>					

**Komen Organisasi:**

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**Nama dan Tandatangan Penyelia:**

**Nama dan Tandatangan Pensyarah:**

**Cop Syarikat/Organisasi:**

# NOTES OF GUIDANCE



**SEMESTER 4**  
**DPK30113 OFFICE ADMINISTRATION 2**  
**DPK40153 RECORD MANAGEMENT**

## COURSE OUTLINE

1.	NAME OF COURSE	RECORDS MANAGEMENT
	COURSE CODE	DPK40153
2.	SYNOPSIS	RECORDS MANAGEMENT introduces students to the principles and practices of effective records management for manual and electronic records systems. This programme emphasizes students on the application of appropriate records management system. The course also includes comprehensive coverage of the records management system to the effective operation of modern business firms.
3.	CREDIT VALUE	3
4.	PREREQUISITE/ CO-REQUISITE (IF ANY)	None
5.	COURSE LEARNING OUTCOMES (CLO): Upon completion of this course, students should be able to:	
	CLO1	Handle records according to the principles and practices of effective records management for manual and electronic records systems. (C3, PLO1)
	CLO2	Select appropriate methods of records management system by their own according to the need of an organization. (C4, PLO2)
	CLO3	Organize a comprehensive coverage of records management using a digital application to support daily work in a secretarial environment. (A4, PLO5)
	PROGRAMME LEARNING OUTCOMES (PLO): PLO 1 : Apply good understanding of concepts in the field of secretarial  PLO 2 : Analyze valuable information and ideas gathered by possessing scientific skills and utilizing different thinking skills in order to and solve problems in secretarial fields  PLO 5: Adopt a variety of skills in managing information including the use of digital application and to continue seeking knowledge to improve themselves	

6.	<b>ASSESSMENT METHOD:</b> The course assessment consist of: i. Continuous Assessment (CA) – 50% ii. Final Examination (FE) – 50%																					
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Theory Test	1	10%																				
Problem Based Scenario	1	10%																				
Presentation Mini Project	1	10%																				
Mini Project	1	15%																				
7.	<b>TEACHING SCHEDULE:</b>																					
	Topic No.	Topic/Content	Recommended Contact Hours	Assessment Method	Week																	
	1	<b>INTRODUCTION TO RECORDS MANAGEMENT</b> 1.1 Apply records management 1.2 Adapt records management functions in	2 hours lecture 2 hours tutorial		W1																	
	2	<b>ALPHABETIC INDEXING RULES 1-10</b> 2.1 Provide the need for alphabetic order 2.2 Use the list alphabetic indexing rules 1-5 2.3 Use the list alphabetic indexing rules 6-10	4 hours lecture 4 hours tutorial	Quiz (Topic 1 – Topic 2)	W2-W3																	
	3	<b>ALPHABETIC RECORDS MANAGEMENT</b> 3.1 Discover alphabetic records management 3.2 Determine the records storage equipment 3.3 Explore the selection and design of alphabetic records management systems	3 hours lecture 3 hours tutorial		W4-W5																	
	4	<b>RECORDS RETENTION, RETRIEVAL AND TRANSFER</b> 4.1 Organize records retention 4.2 Apply records retrieval 4.3 Adapt records transfer	6 hours lecture		W5-W6																	
	5	<b>SUBJECT, NUMERIC AND GEOGRAPHIC RECORDS MANAGEMENT</b> 5.1 Determine subject records management 5.2 Determine numeric records management 5.3 Determine geographic records management	4 hours lecture 4 hours tutorial	Problem based Scenario (Topic 3 & Topic 5)	W7-W8																	

6	<p><b>RECORDS MANAGEMENT TECHNOLOGY</b></p> <p>6.1 Discover electronic records technology          6.2 Verify electronic file management          6.3 Differentiate types of electronic media          6.4 Examine the need for electronic records system and network security</p>	4 hours lecture 6 hours tutorial	Theory Test (Topic 5 – Topic 6)	W9-W11
7	<p><b>RECORDS AND INFORMATION MANAGEMENT PROGRAM</b></p> <p>7.1 Classify the steps to establish and organize a comprehensive Records Information Management (RIM) program          7.2 Determine elements of Records Information Management (RIM) program          7.3 Organize disaster recovery plan          7.4 Examine the roles of efficiency, cost and performance controls in controlling records information program</p>	5.5 hours lecture 8.5 hours tutorial	Mini Project Presentation Mini Project (Topic 6 – Topic 7)	W11-W14
8	REFERENCES	<p>Main</p> <ol style="list-style-type: none"> <li>1. Read-Smith, J., &amp; Ginn, M. L. (2017). Records Management (11th ed.). Langara College.</li> </ol> <p>Additional</p> <ol style="list-style-type: none"> <li>1. Fulton-Calkins, P., Shumack, K. A., &amp; Stulz, K. M. (2013). Procedures &amp; theory for administrative professionals. South-Western, Cengage Learning</li> <li>2. Oliverio, M. E., White, B. R., Pasewark, W. R., &amp; Stulz, K. M. (2019). The office: procedures and technology. Cengage.</li> <li>3. Penn, I.A., Pennix, G.B., &amp; Coulson, J. (2016). Records Management Handbook (2016). Routledge.</li> <li>4. Read-Smith, J., &amp; Ginn, M. L. (2015). Records Management (10th ed.). South Western Thomson Learning</li> </ol>		

## WEEK 14 - NOTES OF GUIDANCE

<b>Department:</b> Commerce	<b>Programme:</b> Diploma in Secretarial Science
<b>Course Code:</b> DPK40153	<b>Semester:</b> Semester 4
<b>Course Name:</b> Record Management	<b>Class:</b> DSK4A, 4B, 4C
<b>Credit Hour:</b> 3	<b>Academic Session:</b> December 2020
<b>Pre-requisite:</b> None	

### 1. Course Learning Outcome

Upon completion of course, student will be able to

- **Organize** a comprehensive coverage of record management using digital application to support daily work in a secretarial environment  
(A3, PLO5)

### 2. Topic 7.0 : Record and Information Management Program

- 7.1 Classify the steps to establish and organize a comprehensive Records Information Management
- 7.2 Determine elements of Record Information Management program
- 7.3 Organize disaster recovery plan
- 7.4 Examine the roles of efficiency, cost and performance control in controlling records information program

## WEEK 14 - NOTES OF GUIDANCE

### 3. Activity

- **Description of Assignment:**

You will work in groups of **THREE to FOUR** students to **prepare a report and presentation** a Records Management problem and issues to the class. You will find an example of a problem and issues in your internal practical session. You need to analyze it based on your readings and discussions and make a 10-minute presentation to the class on the issues and problem. The presentations will take place in the last week of class. The report and presentations are worth 25% of your total grade in the course.

- **Process/Requirements:**

- i) **Select the office (which department@unit), issues and problem to analyze:** Work with your group to find an interesting problem and issues to discover in Records Management.

**\*\*To find a problem and issues to analyze:** • When you do internal practical in the unit or department in Politeknik Port Dickson, you can observe by yourself and ask from your supervisor the main problem and issues related with records management in the department/unit.

- ii) As soon as you have selected the office, please inform your lecturer to “reserve” the office for your group. This will allow me to make sure we do not have multiple groups planning to analyze the same office.
- iii) Work with your group to connect the concepts we have learn in class to the problem and issues you’ve chosen to analyze. Obviously, you will find a problem or issues that allows you to explore every concept we learned in class and you can explore more from internet.

## WEEK 14 - NOTES OF GUIDANCE

- iv) Your group is responsible to submit a final report (minimum 5 pages)

### Report Requirements:

- a) Introduction to the office. (Name, location, Head of Department, how many staff, organization chart, function of department, what are the records that they normally stored in the office, what are the storage equipment that they use)
- b) Problem/issues related to the records management in the office. (Find minimum 3-4 issues/problem). Discuss and explain briefly each of the problem and issues.
- c) Solution: You need to discuss in group to solve the problem/issues arise in the office. Explain briefly each of the solution in your report.
- d) Conclusion
- e) Please follow and obey the format: Font Arial 12 and Bold for your Main title/Title. Font Arial 11 for body, 1.5 line spacing, justify. Please proofread your work before submit.

Your report are worth 15% of your total grade in the course. Do your best.



# RUBRICS

MINUTES OF MEETING

DAILY  
SCHEDULE

**SEMESTER 4**  
**DPK30113 OFFICE ADMINISTRATION 2**  
**DPK40153 —RECORD MANAGEMENT**

## MINI PROJECT REPORT

CRITERIA	INADEQUATE (1)	ADEQUATE (2)	ABOVE AVERAGE (3)	EXEMPLARY (4)
ORGANIZATION	Writing lacks logical organization. It shows some coherence but ideas lack unity. Serious errors.	Writing is coherent and logically organized. Some points remain misplaced and stray from the topic. Transitions evident but not used throughout essay.	Writing is coherent and Logically organized with transitions used between ideas and paragraphs to create coherence. Overall unity of ideas is present.	Writing shows high degree of attention to logic and reasoning of points. Unity clearly leads the reader to the conclusion and stirs thought regarding the topic.
LEVEL OF CONTENT	Shows some thinking and reasoning but most ideas are underdeveloped and unoriginal.	Content indicates thinking and reasoning applied with original thought on a few ideas.	Content indicates original thinking and develops ideas with sufficient and firm evidence.	Content indicates synthesis of ideas, in-depth analysis and evidences original thought and support for the topic.
DEVELOPMENT	Main points lack detailed development. Ideas are vague with little evidence of critical thinking.	Main points are present with limited detail and development. Some critical thinking is present.	Main points Well Developed with quality supporting details and quantity. Critical thinking is weaved into points	Main points well developed with high quality and quantity support. Reveals high degree of critical thinking.

CRITERIA	INADEQUATE (1)	ADEQUATE (2)	ABOVE AVERAGE (3)	EXEMPLARY (4)
GRAMMAR AND MECHANICS	Spelling, punctuation, and grammatical errors create distraction, making reading difficult; fragments, comma splices, run-ons evident. Errors are frequent.	Most spelling, punctuation, and grammar correct allowing reader to progress through essay. Some errors remain.	Essay has few spelling, punctuation, and grammatical errors allowing reader to follow ideas clearly. Very few fragments or run-ons.	Essay is free of distracting spelling, punctuation, and grammatical errors; absent of fragments, comma splices, and run-ons
STYLE	Mostly in elementary form with little or no variety in sentence structure, diction, rhetorical devices or emphasis.	Approaches college level usage of some variety in sentence patterns, diction, and rhetorical devices.	Attains college level style; tone is appropriate and rhetorical devices used to enhance content; sentence variety used effectively.	Shows outstanding style going beyond usual college level; rhetorical devices and tone used effectively; creative use of sentence structure and coordination

**FORMATTING MARK AS FOLLOW:**

TITLE	
Font type and size: Arial, 12	1 mark
Bold	1 mark
BODY	
Font type and size: Arial, 11	1 mark
Spacing: 1.5 spacing	1 mark
Justify	1 mark
<b>TOTAL</b>	<b>5 MARKS</b>

# INTEGRATED LEARNING EXPERIENCE 2

## COMMERCE DEPARTMENT DIPLOMA IN SECRETARIAL SCIENCE

### Assignment Description

All student of Diploma in Secretarial Science are required to practice CDIO OBE integrated curriculum inter-programme. In Integrated Learning Experience, we integrated two (2) courses in Semester 4 which are DPK5023 Law and Procedure of Meeting and DPK5033 Notetaking in the Diploma in Secretarial Science.

As part of the CDIO integration, students are required to answer question of end of chapter by dictate and produce the minutes of meeting document from DPK5033 Notetaking class. The assignment has integrated learning outcome which infuses the CDIO skill sets of the 21st century skills.

1. Skill Development
  - **Dictate** the information read by the lecturer using Trengkas and reproduce the dictation outline into document. (*Knowledge skill*)
  - **Produce** minutes of meeting based on the dictation given in the class (*Professional, ethic and moral skill*)
2. Project
  - Individual Task (Minutes of Meeting)
3. Assessment Methodology
  - Rubric

COURSE	TOPIC	ASSESSMENT
DPK5033 Notetaking	3.0: Minutes	Practical Test 3: 10%
DPK5023 Law and Procedure of Meeting	5.0: Minutes Writing	End of Chapter 1: 5%

## Design of Integrated Learning Experience

ASSIGNMENT LOs	COURSE	TOPIC	RELATED CLOs	ASSESS- MENT	IMPLE- MENTATI ON WEEK
At the end of the assignment, student be able to:  1. Dictate the information read by the lecturer using Trengkas and reproduce the dictation outline into document.  2. Produce minutes of meeting based on the dictation given in the class.	DPK5033  Notetaking	3.0: Minutes	CLO1: Dictate the information given using Shorthand or Trengkas at 80 w.p.m  (C3, PLO1) (P3, PLO2)  CLO2: Reproduce the dictation outline into appropriate format of business document  (C5, PLO1) (P3, PLO2)	Practical Test: 10%	Week 6
	DPK5023  Law and Procedure of Meeting	5.0: Minutes Writing	CLO4: Determine the correct techniques in writing minutes of meeting and keeping it in a proper way  (C6, PLO1) (A4, PLO8)	End of Chapter: 5%	Week 12

# COURSE MAPPING

COURSE/ WEEK	DPK5033 NOTE TAKING	DPK40153 RECORD MANAGEMENT
Week 6	<p>Practical Test 3 (Dictate information read by the lecturer in the class and reproduce the outline into document)</p>	- recognize the correct format of minutes of meeting
Week 12		<p>End of Chapter 1 (Answer question given by lecturer based on the minutes of meeting in practical work 3)</p>

# NOTES OF GUIDANCE



**SEMESTER 4**  
**DPK5033 NOTE TAKING**  
**DPK5023 LAW AND PROCEDURE OF MEETING**

## COURSE OUTLINE

1.	NAME OF COURSE	NOTE TAKING															
	COURSE CODE	DPK5033															
2.	SYNOPSIS	NOTE TAKING stresses on knowledge and competence application of shorthand, trengkas and document processing. This module concentrates on note taking and produce business document into appropriate format. The exercises either will be delivered verbally or recorded using two languages. (Bahasa Malaysia and English)															
3.	CREDIT VALUE	3															
4.	PREREQUISITE/ CO-REQUISITE (IF ANY)	DPK2033 DOCUMENT PROCESSING DPK2013 SHORTHAND 2 DPK3042 TRENGKAS 2															
5.	COURSE LEARNING OUTCOMES (CLO): Upon completion of this course, students should be able to:																
	CLO1	Dictate the information given using Shorthand or Trengkas at 80 w.p.m. (C3, PLO1) (P3, PLO2)															
	CLO2	Reproduce the dictated outline into appropriate format of business document. (C5, PLO1) (P3, PLO2)															
	CLO3	Produce the printed business document according to the time given. (C5, PLO1) (P3, PLO2)															
5.	PROGRAMME LEARNING OUTCOMES (PLO):																
	<p>PLO 1 : Apply fundamental principles of Secretarial Sciences discipline and soft skill in related area of secretary in the real work place</p> <p>PLO 2 : Use correctly knowledge and skills of Secretarial Science Discipline in office practice</p>																
6.	ASSESSMENT METHOD:																
	<p>The course assessment consist of:</p> <ul style="list-style-type: none"> <li>i. Continuous Assessment (CA) – 100%</li> <li>ii. Final Examination (FE) – 0%</li> </ul>																
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 33%;">Assessment</th> <th style="width: 33%;">Quantity</th> <th style="width: 33%;">Percentage (%)</th> </tr> </thead> <tbody> <tr> <td>Practical Test</td> <td style="text-align: center;">3</td> <td style="text-align: center;">30%</td> </tr> <tr> <td>Practical Work</td> <td style="text-align: center;">4</td> <td style="text-align: center;">70%</td> </tr> <tr> <td>Overall Total</td> <td style="text-align: center;">7</td> <td style="text-align: center;">100%</td> </tr> <tr> <td>Final Exam</td> <td style="text-align: center;">0</td> <td style="text-align: center;">No Final Exam</td> </tr> </tbody> </table>			Assessment	Quantity	Percentage (%)	Practical Test	3	30%	Practical Work	4	70%	Overall Total	7	100%	Final Exam	0	No Final Exam
Assessment	Quantity	Percentage (%)															
Practical Test	3	30%															
Practical Work	4	70%															
Overall Total	7	100%															
Final Exam	0	No Final Exam															

TEACHING SCHEDULE:				
Topic No.	Topic/Content	Recommended Contact Hours	Assessment Method	Week
1.0	<b>BUSINESS DOCUMENT</b> Skills of note taking and also transcribe business document in Bahasa Malaysia and English which was delivered verbally or recorded. Students should come out with various types of business documents from the transcription.	12 hours	Practical Test 1	W1 - W3
2.0	<b>MEMORANDUM</b> Skills of note taking with given situation and also transcribe memorandum in which delivered verbally or recorded in Bahasa Malaysia and English. Students needed to produce the memorandum from the transcription.	5 hours	Practical Test 2	W3 - W4
3.0	<b>MINUTES</b> Skills of note taking in gathering information during meeting and transcribes to minutes as delivered verbally or recorded in Bahasa Malaysia and English. At the end of this topic, the students need to produce minutes from the transcription.	13 hours	Practical Test 3	W4 - W6
4.0	<b>ITINERARY</b> Skills of note taking in arranging and planning the itinerary and also transcribe itinerary delivered verbally or recorded in Bahasa Malaysia and English. Printed itineraries are produced at the end of this topic.	9 hours	Practical Work 1	W7 - W8
5.0	<b>RESUME</b> Skills of note taking in producing resume based on information given in which was delivered verbally or recorded in Bahasa Malaysia and English. Students should come out with printed resume from the transcription.	14 hours	Practical Work 2	W8 - W10
6.0	<b>BROCHURE AND ADVERTISEMENT</b> Skills of note taking in producing the brochure and advertisement in which was delivered verbally or recorded in Bahasa Malaysia and English. Print the creative brochure and advertisement from the transcription at the end of the topic.	13 hour	Practical Work 3	W10 - W12

7.0	<b>CERTIFICATE AND PROGRAMME BOOK</b> Skills of note taking in producing certificate and program book based on event or function given which delivered verbally or recorded in Bahasa Malaysia and English. Student should be able to prepare certificate and program booklet.	9 hours	Practical Work 4	W14 - W15
8.	REFERENCES	<ol style="list-style-type: none"> <li>1. Main reference supporting the course: Ismail Mat Kasat (1993). Trengkas Kurikulum Baru (Cetakan ke-4), Kompas Publishing</li> <li>2. Additional references supporting the course :             Pitman. (1982) Pitman 2000:Shorthand First Course. England: Pearson Education Limited             Shamsudin Wahab (2005) Surat, Minit Mesyurat, Dokumen Perniagaan dan Laporan PTS Publication dan Distributor             Taylor, S. (2004). Model Business Letters, Emails &amp; Other Business Document, (6th Ed.) FT: Pearson Education         </li> </ol>		

## WEEK 6 - NOTES OF GUIDANCE

<b>Department:</b> Commerce	<b>Programme:</b> Diploma in Secretarial Science
<b>Course Code:</b> DPK5033	<b>Semester:</b> Semester 4
<b>Course Name:</b> Note Taking	<b>Class:</b> DSK4A and 4B,
<b>Credit Hour:</b> 3	<b>Academic Session:</b> December 2019
<b>Pre-requisite:</b> DPK2013 Shorthand 2 DPK3043 Trengkas 2 DPK2033 Document Processing	

### 1. Course Learning Outcome

Upon completion of course, student will be able to

- **Dictate** the information given using Shorthand or Trengkas at 80 w.p.m. (**C3, PLO1**) (**P3, PLO2**)
- **Reproduce** the dictated outline into appropriate format of business document (**C5, PLO1**) (**P3, PLO2**)

### 2. Topic 3.0 : Minutes

#### 3.1 Produce the minutes of meeting

3.1.1 Dictate the outline of minutes of meeting using Trengkas or Shorthand with 80 w.p.m.

- Read text/article
- Recorded device

## WEEK 6- NOTES OF GUIDANCE

### 3.2 Produce printed minutes of meeting

#### 3.2.1 Transcribe the outline in a form of minutes of meeting

#### 3.2.2 Identify minutes of meeting and format

- Verbatim minutes
- Minutes of resolution
- Minutes of narration

#### 3.2.3 Type the text to produce minutes of meeting by applying the appropriate format of minute of meeting

#### 3.2.4 Print completed minutes of meeting

### 3. Activity

- Lecturer will read the information about minutes of meeting.
- During that, student must listen carefully and require dictate all information.
- Students are require to reproduce the dictated outline into minutes of meeting format.
- Finally, students are required to print out the minutes of meeting document.

# SAMPLE TEXT

## Arahan:

Nota untuk pelajar (Pensyarah di kehendaki membaca nota ini kepada pelajar sebelum soalan minit dibacakan:

1. Pelajar boleh menjawab dengan membina ayat mereka sendiri. Walaubagaimanapun, ayat-ayat pelajar itu mestilah membawa maksud yang sama seperti di skema jawapan.
2. Pelajar juga dibenarkan menulis nama-nama yang terlibat di dalam petikan, samada sama ejaan, atau berlainan ejaan tetapi membawa bunyi yang sama ATAU hampir sama.
3. Semua jenis format dokumen "minit mesyuarat" adalah diterima.

Anda dikehendaki menyediakan minit mesyuarat untuk tempat anda bekerja iaitu, Jabatan Jualan Syarikat Pantai Indah Sendirian Berhad. Berikut adalah butiran mengenai minit mesyuarat tersebut.

**MINIT MESYUARAT**  
**JABATAN JUALAN SYARIKAT PANTAI INDAH SDN. BHD.**  
**KALI KE-1 / 2017**

TARIKH : 8 Januari 2020 (RABU)  
MASA : 3.30 ptg  
TEMPAT : Bilik Mesyuarat Syarikat Pantai Indah Sdn. Bhd.

### KEHADIRAN :

1. FATIN ALISHA AMIR
2. SERI HASIAH SHARIF
3. SRI DURGA BALA MURUGAN
4. SUHAILA NASARUDDIN
5. MUHAMMAD IQMAL ZAMRIN
6. LIZA NURAINA RIZAL

- Pengerusi
- Setiausaha
- Penyelia 1
- Penyelia 2
- AJK
- AJK

### TIDAK HADIR :

1. NURUL LIYANA RUSLI (cuti sakit)

AGENDA	PERKARA	TINDAKAN
<p>1.0 UCAPAN PENERUSI</p>	<p>Pengerusi memulakan mesyuarat dengan <b>mengalukan kehadiran semua ahli</b> dan memberitahu ketidakhadiran NURUL LIYANA RUSLI</p>	
<p>2.0 PERKARA BERBANGKIT</p>	<p><b>2.1. Program Bersama Penduduk Kampung Lukut</b>  Pihak pengurusan telah bersetuju bahawa program kemasyarakatan bersama penduduk Kampung Lukut, Port Dickson akan diteruskan. Peruntukan kewangan juga telah diluluskan oleh pihak pengurusan pusat syarikat di Kuala Lumpur dalam menjayakan projek ini.</p>	<p>Bendahari Program</p>
<p>3.0 <b>Baju "T" untuk program bersama penduduk kampung Lukut:</b></p>	<p>Jawatankuasa keterampilan projek telah membuat tempahan baju 't' yang khas untuk projek ini. Kos baju tersebut adalah RM35 untuk sehelai. Baju tersebut akan diedarkan kepada penduduk tempatan dan jemputan khas sehari sebelum majlis berlangsung.</p>	<p>Jawatankuasa Keterampilan</p>
<p>4.0 <b>Jawatankuasa Program Bersama Penduduk Kampung Lukut</b></p>	<p>Pihak pengurusan akan mula melantik dan mengedarkan senarai Jawatankuasa Program Bersama Penduduk Kampung Lukut pada minggu hadapan. Oleh itu, semua nama yang terlibat dikehendaki memberi komitmen yang tinggi demi menjamin kejayaan program ini.</p>	<p>Setiausaha</p>
<p>5.0 HAL-HAL LAIN</p>	<p><b>5.1. Peraturan memandu kenderaan di dalam kawasan kilang.</b>  MUHAMMAD IQMAL ZAMRIN mencadangkan agar pihak pengurusan menetapkan kelajuan maksimum kenderaan yang memasuki kawasan kilang ini. Kenderaan yang melanggar peraturan itu nanti perlulah dikenakan tindakan seperti di larang terus memasuki kawasan kilang.</p> <p><b>5.2. Penggunaan Telefon syarikat bagi tujuan peribadi.</b>  SRI DURGA BALA MURUGAN mengingatkan pihak pengurusan, ada dikalangan pekerja sementara import dari Nepal yang kerap melanggar peraturan syarikat yang melarang menggunakan talian telefon syarikat untuk kegunaan peribadi.</p>	<p>Disokong oleh: LIZA NURAINA RIZAL</p> <p>Disokong oleh: Setiausaha</p>

1	Satu surat perkeliling perlu dikeluarkan bagi melarang perkara ini dari berlaku lagi.	
1 <b>6.0 PENUTUP</b>	Mesyuarat telah ditangguhkan pada 5.30 petang ke satu tarikh dan waktu yang akan diberitahu kelak.	1

Disediakan oleh: 1

..... 1  
(SERI HASIAH SHARIF)  
Setiausaha 1

Disahkan oleh: 1

..... 1  
(FATIN ALISHA AMIR)  
Pengerusi 1

Skima Jawapan:

A. Markah Dokumen (90%)

Total point: 57

Markah Pelajar

$$\frac{\quad}{57} \times 90 = \text{Markah Dokumen}$$

B. Markah Outline: (10%)

Arahan kepada pemeriksa: sila pilih 10 perkataan di gubahan. Tolak 1 markah untuk setiap outline yang tidak membawa bunyi yang bermakna.

Markah Total = A + B

*Nota untuk pensyarah:*

*Digalakkan untuk tukar nama-nama di senarai kehadiran dengan nama pelajar kelas anda. Sebolehnya, cari nama pelajar yang mudah dan tidak terlalu panjang.*

# RUBRICS

MINUTES OF MEETING

DAILY  
SCHEDULE

SEMESTER 4  
**DPK5033 NOTE TAKING**  
**DPK5023 LAW AND PROCEDURE OF MEETING**

<b>RUBRIC MARKING SCHEME PRACTICAL TEST 3 DPK5033 NOTE TAKING DEC19</b>		
<b>Name:</b>		<b>Matrix No.:</b>
<b>NO.</b>	<b>INSTRUCTIONS</b>	<b>MARKS</b>
1	TOPIC : <p style="text-align: center;"><b>MINIT MESYUARAT</b>  <b>JABATAN JUALAN SYARIKAT PANTAI INDAH SDN. BHD.</b>  <b>KALI KE-1 / 2017</b></p>	/ 1 / 1 / 1
2	TARIKH : 8 Januari 2020 (RABU) MASA : 3.30 ptg TEMPAT : Bilik Mesyuarat Syarikat Pantai Indah Sdn. Bhd.	/ 1 / 1 / 1
3	KEHADIRAN :  a. FATIN ALISHA AMIR - Pengerusi b. SERI HASIAH SHARIF - Setiausaha c. SRI DURGA BALA MURUGAN - Penyelia 1 d. SUHAILA NASARUDDIN - Penyelia 2 e. MUHAMMAD IQMAL ZAMRIN - AJK f. LIZA NURAINA RIZAL - AJK	/ 1  / 2 / 2 / 2 / 2 / 2 / 2
4.	TIDAK HADIR: 1. 1. NURUL LIYANA RUSLI (cuti sakit)	/ 1 / 2
5.	1.0 UCAPAN PENERUSI: - Pengerusi memulakan mesyuarat dengan mengalu-alukan kehadiran semua ahli - dan memberitahu ketidakhadiran NURUL LIYANA RUSLI	/ 1 / 1 / 1
5.	2.0 PERKARA BERBANGKIT:  - Program Bersama Penduduk Kampung Lukut  Pihak pengurusan telah bersetuju bahawa program kemasyarakatan bersama penduduk Kampung Lukut, Port Dickson akan diteruskan.  Peruntukan kewangan juga telah diluluskan oleh pihak pengurusan pusat syarikat di Kuala Lumpur dalam menjayakan projek ini.  TINDAKAN : Bendahari Program	/ 1 / 1 / 1 / 1 / 1
6.	3.0 Baju "T" untuk program bersama penduduk kampung Lukut:  - Jawatankuasa keterampilan projek telah membuat tempahan baju 't' yang khas untuk projek ini. Kos baju tersebut adalah RM35 untuk sehelai.  - Baju tersebut akan diedarkan kepada penduduk tempatan dan jemputan khas sehari sebelum majlis berlangsung  TINDAKAN : Jawatankuasa Keterampilan	/ 1  / 1  / 1  / 1

7.	4.0 Jawatankuasa Program Bersama Penduduk Kampung Lukut:  - Pihak pengurusan akan mula melantik dan mengedarkan senarai Jawatankuasa Program Bersama Penduduk Kampung Lukut pada minggu hadapan.  - Oleh itu, semua nama yang terlibat dikehendaki memberi komitmen yang tinggi demi menjamin kejayaan program ini  TINDAKAN : Setiausaha	/ 1  / 1  / 1  / 1
8.	5.0 HAL-HAL LAIN: 5.1. <u>Peraturan memandu kenderaan di dalam kawasan kilang.</u> <ul style="list-style-type: none"> <li>• Cadangan : MUHAMMAD IQMAL ZAMRIN</li> <li>• Disokong oleh: LIZA NURAINA RIZAL</li>   <li>• mencadangkan agar pihak pengurusan menetapkan kelajuan maksimum kenderaan yang memasuki kawasan kilang ini.</li> <li>• Kenderaan yang melanggar peraturan itu nanti perlulah dikenakan tindakan seperti di larang terus memasuki kawasan kilang.</li> </ul> 5.2. <u>Penggunaan Telefon syarikat bagi tujuan peribadi.</u> <ul style="list-style-type: none"> <li>• Cadangan : SRI DURGA BALA MURUGAN</li> <li>• Disokong oleh: SETIAUSAHA</li> <li>• mengingatkan pihak pengurusan, ada dikalangan pekerja sementara import dari Nepal yang kerap melanggar peraturan syarikat yang melarang menggunakan talian telefon syarikat untuk kegunaan peribadi.</li> <li>• Satu surat perkeliling perlu dikeluarkan bagi melarang perkara ini dari berlaku lagi.</li> </ul>	/ 1 / 1 / 1 / 1  / 1 / 1 / 1 / 1 / 1 / 1
9.	6.0 PENUTUP :  <ul style="list-style-type: none"> <li>• Mesyuarat telah ditangguhkan pada 5.30 petang ke satu tarikh dan waktu yang akan diberitahu kelak.</li> </ul>	/ 1  / 1
10.	Disediakan oleh: (SERI HASIAH SHARIF) Setiausaha	/ 1 / 1 / 1
11.	Disahkan oleh: (FATIN ALISHA AMIR) Pengerusi	/ 1 / 1 / 1
	<b>TOTAL MARKS</b>	<b>/ 57</b>
	<b>DOCUMENT MARKS :</b> <i>Total Marks x 90</i> <i>57</i>	<b>/ 90</b>
	<b>OUTLINES MARKS :</b> (10%)	<b>/ 10</b>
	<b>TOTAL MARKS :</b> DOCUMENT MARKS + OUTLINES MARKS	<b>/ 100</b>

# NOTES OF GUIDANCE



## SEMESTER 4

### DPK5033 NOTE TAKING

### **DPK5023 LAW AND PROCEDURE OF MEETING**

## COURSE OUTLINE

1.	NAME OF COURSE	LAW AND PROCEDURE OF MEETING																
	COURSE CODE	DPK5023																
2.	SYNOPSIS	LAW & PROCEDURES OF MEETING provides students with the knowledge and skills of handling meetings and drafting minutes. It covers the understanding of the principles and practices of different types of meetings held within society and the concept of company secretary in the operation and administration of office. It also covers the essential of writing minutes and to cultivate students in appreciating the important practices involved in meetings.																
3.	CREDIT VALUE	3																
4.	PREREQUISITE/ CO-REQUISITE (IF ANY)	NONE																
5.	COURSE LEARNING OUTCOMES (CLO): Upon completion of this course, students should be able to:																	
	CLO1	Define clearly meetings and various types of meetings relating to different situations in accordance to Companies Act 1965 ( C2 , PLO 1 )																
	CLO2	Describe precisely the concept of company secretary, its historical functions, qualifications, disqualifications and duties in accordance with the related rules and regulations ( C8 , PLO 1 )																
	CLO3	Organize correctly the rules and procedures of convening meeting in accordance with the provisions in Companies Act 1965 (C3, PLO 1) ( P4 , PLO 2 )																
	CLO4	Determine the correct techniques in writing minutes of meeting and keeping it in a proper way. (C8, PLO 1) (A4, PLO 8)																
PROGRAMME LEARNING OUTCOMES (PLO):																		
PLO 1 : Apply fundamental principles of Secretarial Sciences discipline and soft skill in related area of secretary in the real work place..																		
PLO 2 : Use correctly knowledge and skills of Secretarial Science Discipline in office practice																		
PLO 8 : Display confidently of good personality and adhere to professional code of ethics to adapt in the real challenges in working environment.																		
6.	ASSESSMENT METHOD:																	
	The course assessment consist of:																	
i. Continuous Assessment (CA) – 50%																		
ii. Final Examination (FE) – 50%																		
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Assessment	Quantity	Percentage (%)																
Quiz	2	10%																
Test	1	15%																
End of Chapter	2	10%																
Presentation (Annual General Meeting)	1	15%																

TEACHING SCHEDULE:					
	Topic No.	Topic/Content	Recommended Contact Hours	Assessment Method	Week
7.	1.0	<b>INTRODUCTION TO MEETINGS</b> This topic covers the general principles of meetings such as definition of meetings, types of regulations governing meetings and general appreciation of the conduct and procedure at meeting.	8 hour	Quiz 1	W1 - W2
	2.0	<b>COMPANY SECRETARY</b> This topic aimed to introduce students to several important matters regarding Company Secretary such as its definition, the opinion of courts on its functions and the appointments. It also covers the qualifications and disqualifications of company secretaries and also their responsibilities in a company.	12 hours		W3 - W5
	3.0	<b>PROCEEDINGS AT MEETINGS</b> This topic provides an understanding on the requisites of a valid meeting and several important terms normally used in meeting such as Chairman, Quorum, Motions and Resolutions, Amendments, Adjournment and postponement, Proxies, Corporate Representatives, Voting, Attendance, Minutes and Irregularities.	12 hours	Quiz 2	W6 - W8
	4.0	<b>SHAREHOLDERS' RIGHTS</b> This topic covers on the duties of controlling members, the concept of Majority Control Rule and the position of minority members with regards to the rule held in Foss v Harbottle.	8 hours	Test	W9 - W10
	5.0	<b>MINUTES OF MEETINGS</b> This topic emphasizes on drafting of minutes and resolutions while holding meetings, the correct techniques in writing minutes and the essentials of keeping minutes properly.	12 hours	End of Chapter 1	W11 - W13
	6.0	<b>ASSOCIATION AND SOCIETY MEETINGS</b> This topic elaborates on the definition of Association and Society registered under Societies Act 1988, rules for internal regulation of society and functions of several members in society meetings.	8 hours	End of Chapter 2	W14 - W15

8.	REFERENCES	<p>1. Main reference supporting the course</p> <p>Frank Shackleton, John Pugh-Smith, Madeleine Cordes. (2012), <i>Shackleton on the Law and Practice of Meetings</i>, (12th ed), Sweet &amp; Maxwell. (ISBN : 9780414046610).</p> <p>2. Additional references supporting the course :</p> <p>Joanna Gutman.n (2013) <i>Taking Minutes of Meetings Volume 55 of Creating Success</i>. Kogan Page Publishers. (ISBN : 9780749467258)</p>
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## WEEK 12 - NOTES OF GUIDANCE

<b>Department:</b> Commerce	<b>Programme:</b> Diploma in Secretarial Science
<b>Course Code:</b> DPK5023	<b>Semester:</b> Semester 4
<b>Course Name:</b> Law and Procedure of Meeting	<b>Class:</b> DSK4A and 4B, <b>Academic Session:</b> December 2019
<b>Credit Hour:</b> 3	
<b>Pre-requisite:</b> None	

### 1. Course Learning Outcome

Upon completion of course, student will be able to

- **Determine** the correct techniques in writing minutes of meeting and keeping it in the proper way (**C6, PLO1**) (**A4, PLO8**)

### 2. Topic 5.0 : Minutes Writing

#### 5.1 Analyze minutes writing

- 5.1.1 Define minutes of meeting and resolutions
- 5.1.2 Identify the techniques in writing minutes
- 5.1.3 Accomplish the draft of minute's meetings and resolutions
- 5.1.4 Illustration the minutes and minute books
- 5.1.5 Outline the importance of keeping minutes properly

## WEEK 12 - NOTES OF GUIDANCE

### 3. Activity

- Student must dictate all information using Trengkas or Shorthand read by the lecturer in DPK5033 Note Taking Class
- Students are required to reproduce the dictated outline into minutes of meeting format.
- Students are required to print out the minutes of meeting document and answer all question given in the End of Chapter 1.

# RUBRICS

MINUTES OF MEETING

DAILY  
SCHEDULE

## SEMESTER 4

DPK5033 NOTE TAKING

**DPK5023 LAW AND PROCEDURE OF  
MEETING**

**COMMERCE DEPARTMENT**

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CODE & COURSE : DPK5023 LAW & PROCEDURES OF MEETING  
ASSESSMENT : END OF CHAPTER 1  
SESSION : DECEMBER 2019  
**ANSWER SCHEME**

**QUESTION 1**

This is an integrated assessment with DPK 5033 Note Taking. You need to send a minutes of meeting from Practical Test 3 assessment in note taking class.  
(refer to Practical Test 3 answer scheme)

**QUESTION 2**

Find (**TWO**) sample minutes of meeting, then answer the following questions:

- a) List **FIVE (5)** same content in both minutes of meeting that you found. (5 marks)

**Refer to any same content found in the minutes of meeting**  
**5 x 1 mark each = 5 marks**

- b) List **FIVE (5)** differences in both minutes of meeting that you found. (5 marks)

**Refer to any same content found in the minutes of meeting**  
**5 x 1 mark each = 5 marks**

- c) Explain **FIVE (5)** characteristics of a good minutes of meeting. (10 marks)

- i. Minutes must be written in a clear and lucid language so that they can be easily understood by anybody going through them.
- ii. Minutes must be written in brief. The resolutions passed have to be recorded in full in minutes of meeting.
- iii. Minutes may be duplicated and circulated among the members.
- iv. Minutes must use a standard template that help the attendees to get used to read the minutes in proper way.
- v. Minutes must records the attendance. Good meeting minutes indicates those who were invited before the meeting and those who actually attended.

**(Each answer represents 2 marks. Any relevant explanation is accepted)**

- d) Discuss **FIVE (5)** reasons/importance of keeping minutes of meeting in a proper way. (10 marks)
- i. Memories are unreliable. It is useful to have a written record of the meeting, including actions and decisions. The minutes are a good reference for attendees and serve to refresh memories.
  - ii. The minutes are a communication tool for sharing the outcomes of the meeting with people who were not able to attend.
  - iii. The minutes provide a record of decisions made and who is responsible for taking action.
  - iv. Good meeting minutes help drive a plan of action for your leadership team and employees.
  - v. Increase productivity of the company and make the next meeting better.
- (Each answer represents 2 marks. Any relevant explanation is accepted)**

**Prepared by;**



**FARIHAH BINTI IDRIS**  
PENSYARAH  
JABATAN PERDAGANGAN  
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**Date : 5 March 2020**

**Verified by;**



**KHAIRUN NISA' BINTI MUHAMMAD ARIS**  
KETUA PROGRAM DSK  
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**Date : 5 March 2020**

# REFERENCES

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