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Interdisciplinary educational project on the disciplines "MDK 01.05 Office Work and Secrecy Regime" and "English Language"

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**Abstract**

Topic "Instructions for office work of an organization, its importance, composition, requirements for compilation, design, publication"

Instructions for office work in an organization play an important role, as they regulate the processes of creation, processing, storage and use of documents. This document establishes the technology of working with documentation, characteristic of a specific organization, and establishes general requirements for the design of details and the presentation of texts. The instruction consists of main sections, such as general provisions, creation and execution of documents, organization of document flow, and others. When drafting instructions, it is necessary to take into account the requirements of GOSTs, the specifics of the organization and current regulations. The design must comply with modern technical requirements, and the publication of instructions goes through several stages: drafting, coordination, approval by the manager and putting into effect with familiarization of employees. The project material is recommended for students majoring in law enforcement.

Keywords(10)

Instructions, office work, document execution, document flow, requirements for compilation, details, Internal Affairs Bodies, form, order, individual.

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**Introduction**

**Relevanec**

In the modern world, document management plays a key role in the successful operation of organizations. The office work instruction is an important document that determines the procedure for working with documents within the organization. This document sets out the requirements for the preparation, execution and publication of documents, and also regulates the document flow processes.

**The purpose** of this project is to study the organization's office work instructions, their meaning, composition and requirements for compilation, design and publication. Improving vocabulary skills on professional topics in English.

To achieve the stated goal, it is necessary to solve the following **tasks:**

1. To study the theoretical foundations of office work and instructions on office work.

2. To examine the structure and content of the instructions on office work of the organization.

3. To analyze the requirements for the preparation, execution and publication of documents in accordance with the instructions on office work.

4. Identify problems and shortcomings related to the preparation and execution of documents in the organization.

5. Offer recommendations for improving the office work instructions and improving document flow processes.

**Object of the study:** The process of documenting and regulating office work in organizations.

**Subject of the study:** Instructions on office work as a normative document: its structure, content, requirements for design, procedure for drafting and role in the system of documentation support of management.

**Hypothesis:** The implementation of office work instructions that meet the established requirements will improve the organization of document flow and reduce the number of errors in document management.

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**Chapter 1. Theoretical foundations of office management instructions**

**1.1 The concept and meaning of clerical work and instructions on clerical work**

Record keeping is an established procedure for working with documents, ensuring their creation, registration, accounting, movement, storage and use in the activities of an organization or institution. In a broad sense, record keeping covers the entire range of actions with documents, including electronic ones, from their preparation to archiving or destruction.The main purpose of record keeping is to ensure the operational management and functioning of the institution, as well as the legal protection of its activities through the documentary confirmation of all management decisions and actions.

Record keeping plays a key role in public authorities, including law enforcement agencies. It allows you to systematize huge flows of information, streamline internal and external communications, and ensure transparency and legitimacy of management decisions.

A document is not only a medium of information, but also a legal proof. That is why the efficiency, legality and efficiency of the functioning of internal affairs bodies depend on the quality of record keeping. Documents drawn up in violation of the norms may be declared invalid or unreliable, which in turn leads to legal consequences.

One of the key tools regulating the office management process is the office management manual. This is an internal regulatory document that defines the procedure for the creation, registration, registration, accounting, movement, storage and destruction of documents in a particular organization.

The office management instructions are necessary for:

• creation of a unified document management system;

• improving the level of performance discipline;

• ensuring the authenticity and legal force of documents;

• Standardization of documentation and compliance with archival requirements.

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The instruction is developed in accordance with state standards (for example, GOST R 7.0.97-2016), federal laws, departmental orders, as well as taking into account the specifics of a particular organization. In the internal affairs bodies, it is approved by the relevant order of the Ministry of Internal Affairs and is mandatory for all employees.

The importance of the office management instructions is to ensure:

• the legal basis of document management;

• unification of documentation processes;

• minimizing errors in the preparation of documents;

• Transparency and accountability of employees' actions;

• effective interaction between departments;

• In addition, the instruction helps to preserve the institutional memory of the organization, facilitates work with personnel changes and helps new employees to adapt faster.

Thus, record keeping and record keeping instructions are the most important elements of the management system in the internal affairs bodies. Their competent application ensures legal protection, efficiency and orderly performance.

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**1.2 The role of office management instructions in the organization**

The office management manual is the most important internal regulatory document regulating the procedure for working with documents in an organization. It defines the rules for the creation, registration, registration, movement, storage and archiving of documents, as well as establishes the responsibility of employees for compliance with these rules. The main task of the instruction is to ensure the uniformity and order of document flow. In conditions of heavy workload and a large volume of documentation, it is especially important that all employees act according to the same standards, regardless of department or position. This helps to eliminate duplication of functions, loss of documents, legal errors, and inconsistencies.

The role of instruction in an organization is manifested in several key aspects:

* Organization of effective document management. Thanks to the instructions, a clear route for the movement of documents is established — from their creation to transfer to the archive. This increases the efficiency and accuracy of management tasks.
* Improving performance discipline. Clear regulations reduce the likelihood of errors, non-fulfillment of deadlines, or violations of registration rules. This is especially true for organizations where documents are legally binding, such as in law enforcement agencies.
* Legal protection. The documents issued according to the instructions comply with the established requirements and can be used as evidence in court and official proceedings. Violating the instructions may entail legal risks.
* Control and responsibility. The instruction establishes the duties of officials responsible for record keeping. This promotes personal responsibility and a higher level of document management.
* Facilitating the adaptation of new employees. New employees do not need to be trained "in practice" — they can rely on approved instructions that describe all the basic processes and requirements.
* Implementation of electronic document management. Modern instructions include sections on automated document management systems, which allows the organization to effectively switch to a digital format for working with documents.

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**2. Requirements for the preparation, design and publication of instructions in the internal affairs bodies**

**2.1 The main types of documents generated in the activities of internal affairs bodies**

The documentation support for the activities of internal affairs bodies (ATS) is a complex and multilevel system that covers a wide range of managerial, legal, personnel and information processes. In the course of the official and managerial activities of the internal affairs bodies, various types of documents are created that perform both internal functions and those aimed at interacting with the external environment.

1. **Management documents.** This category includes documents in which management decisions and regulatory actions are fixed.:

1. *Orders* are the main type of regulatory acts that are binding on the territory of the authority. They can be of a general nature (on personnel, official activities), as well as on specific issues (on incentives, disciplinary penalties, appointments, etc.).
2. *Orders* – documents regulating more specific, temporary or operational issues. Decisions, instructions, regulations, and regulations provide internal regulatory regulation of specific areas of activity.

2. **Organizational and informational reference documents.** This group includes:

1. *Protocols* are drawn up based on the results of board meetings, operational meetings, and commissions.
2. *Plans, reports, schedules* – reflect the prospects for the development of departments, analyze the results of work.
3. *Service notes and memos* are used to exchange information between structural divisions, set tasks, and make suggestions.
4. *Reports* are a document specific to the Department of Internal Affairs through which employees inform management about incidents, facts of offenses or ask for permission for certain actions.

3. **Personnel service documents.** Personnel documents accompany the entire life cycle of an employee's service:

1. *Personal files of employees* – contain data on admission, transfers, rewards and penalties.
2. *Characteristics, certification sheets, personnel orders* – documents regulating the professional assessment of employees.

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3) *Employment contracts, applications, and questionnaires* are standard forms accompanying an employment relationship.

4. **Documents on operational and official activities.** Such documents, as a rule, have a confidential status and may contain information constituting a state or official secret. These are specialized documents reflecting the work of public order officers, crime detection, and crime prevention:

* + Materials of criminal and administrative cases;
  + Protocols of interrogations, examinations, and detentions;
  + Operational summaries and orientations;
  + Documents on cooperation with other law enforcement agencies.

5. **Financial and economic documentation.** All financial documents are subject to strict reporting, verification and storage in accordance with the established procedure. This category is related to ensuring the functioning of the ATS:

* + Estimates, expense reports, invoices, acceptance certificates, supply contracts;
  + Accounting and reporting documents;
  + Cash orders, payment orders, and payslips.

6. **Electronic documents.** With the development of information technology, more and more processes in the Department of Internal Affairs are being converted to electronic format. This applies to:

* + Record keeping in EDI systems (for example, "Case", "GARDEN");
  + Use of digital signature;
  + Electronic logs of registration and document management.

The transition to digital formats makes it possible to increase the efficiency of document management, ensure its transparency, and reduce the paper burden on employees.

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**2.2 Specifics and procedure of registration of documents in the internal affairs bodies**

Document management in the internal affairs bodies of the Russian Federation is an essential element of administrative and operational management, without which it is impossible to ensure law and order, legality and efficiency of the entire system of the Ministry of Internal Affairs.

The legal framework of document management. The main regulatory documents regulating the procedure for registration and handling of official documentation in the internal affairs bodies are:

* Instructions on office work in the internal affairs bodies of the Russian Federation (approved by Order of the Ministry of Internal Affairs of Russia No. 1251 dated December 21, 2011);
* Order of the Ministry of Internal Affairs of Russia No. 636 dated July 24, 2008 "On Approval of the Regulations of the Ministry of Internal Affairs of the Russian Federation";
* GOST R 7.0.97-2016, which establishes the requirements for the registration of documents;
* Departmental regulations, standards, as well as local acts of specific departments of the Ministry of Internal Affairs.

These documents establish unified approaches to the creation, design, approval, signing, accounting and storage of official documentation, as well as regulate the procedure for switching to electronic forms of document management.

Law enforcement agencies use a variety of types of documents, each of which has its own functional features and rules of registration. The documents can be roughly divided into managerial, procedural, information and analytical and reference information.

1. **Management documents** — orders, orders, resolutions, decisions. These documents are drawn up on official letterheads, have a registration number, date, signature of an authorized official and contain mandatory banking details. The text clearly states the task, the performer, the deadlines and control.
2. **Official and explanatory documents** — reports, memos, memos, explanatory notes. They are the means of intra-organizational interaction and informing management about events, proposals or work results.

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1. **Procedural documents** — protocols, resolutions, acts, certificates, notices, etc. They are drawn up strictly in accordance with the requirements of procedural legislation (for example, the Administrative Code of the Russian Federation or the Code of Criminal Procedure of the Russian Federation), as they can be used in court or during inspections. Their special feature is the availability of detailed information, signatures of participants, time and place of compilation.
2. **Information and analytical documents** — reports, analytical reports, reviews of the operational situation. These documents contain generalized information about the state of law and order, the results of operational activities, etc.

Each type of document requires strict requirements for structure, language, accuracy, and format. Grammatical errors, inaccuracies, and handwritten corrections are prohibited (except in certain cases permitted by regulations).

All documents must be drawn up on standard A4 sheets, observing the margins, font (usually Times New Roman, size 14), alignment, line spacing (1.5), indicating the registration number, date, name of the department, contractor and contact information. The use of official forms is mandatory for orders, orders, and other documents issued by management. The forms are made in compliance with the requirements of GOST standards and contain the details of the institution, its address, emblem (if required), OGRN, INN, KPP and other elements.

Modern internal affairs agencies are actively implementing automated documentation management systems (for example, AIS Delo, SCAU MVD, EDO MVD). Electronic documents created in these systems are signed with an electronic signature, which gives them legal force.

The advantages of electronic document management are obvious: speeding up information processing, reducing the risk of document loss, simplifying access to archives, and automating execution control. However, along with this, strict compliance with information security requirements is required, since a significant part of the documents contain information with limited access.

All documents are subject to mandatory registration in the relevant accounting systems. A specially appointed official (usually a clerk) is responsible for organizing the storage and accounting of documentation. Legally binding documents are archived in accordance with the established retention periods.

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Compliance with deadlines is monitored both manually (in accounting logs) and using automated systems. Violations of the registration procedure, non-compliance with deadlines, and loss of documentation may result in disciplinary, administrative, or criminal liability.

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**2.3 Problems that arise when implementing the provisions of the office management instructions and ways to solve them**

One of the problems is non-compliance with the established deadlines for the execution of documents. Employees may delay the execution of orders specified in the documents for various reasons, which leads to delays in making managerial decisions. To eliminate this problem, it is advisable to introduce electronic document management systems that allow you to track deadlines, appoint responsible persons and send automatic reminders.

The next important problem is non-compliance with the standards of paperwork, including a violation of the structure, lack of necessary details, incorrect indication of dates and signatures. This reduces the legal significance of the documents and makes their subsequent use and archiving more difficult. The solution may be to organize regular staff training courses, develop understandable templates and sample documents, as well as constant monitoring by the office management department.

An important problem remains the lack of proper accounting and registration of incoming and outgoing documentation. Violations in registration lead to the loss of documents and the inability to track the execution. To fix this problem, it is necessary to use centralized registration logs or implement automated registration systems where each document receives a unique number and can be easily tracked. It is also often difficult to store and archive documents. In some organizations, there is no systematization of cases, and storage rules are not followed, which leads to the loss of important papers or difficult access to them. The solution is to develop and strictly adhere to the nomenclature of cases, conduct an inventory, use modern archival technologies and digitalize archival materials.

An additional challenge is the resistance of employees to change, especially when switching to electronic document management. Often, staff prefer the usual paper media and refuse to master new systems.

Thus, effective implementation of the provisions of the office management instructions requires an integrated approach: the introduction of modern technologies, professional development of employees, increased control and the creation of a culture of respect for documents. This is the only way to achieve reliable and orderly document management, which is the basis for effective management in any organization.

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**Conclusion**

In the course of the conducted research, the office management instruction was considered as an important regulatory document regulating the procedure for working with documents in an organization. The analysis showed that this instruction plays a key role in ensuring the uniformity of requirements for the preparation, design, publication and accounting of documents, as well as in optimizing document management processes.

The fulfillment of the tasks set made it possible to study the theoretical foundations of office management, the structure and content of the instructions, as well as to identify a number of problems related to its implementation in practice. The main difficulties are non-compliance with the established standards of registration, the lack of uniform templates, insufficient staff training and poor automation of workflow.

The proposed recommendations for improving the instructions, including the introduction of electronic systems, regular training of employees and the development of methodological materials, are aimed at improving the efficiency and reliability of documentation in the organization.

Thus, the office management instructions should be considered not just as a formal document, but as the basis for competent and clear management of internal processes. Its high-quality implementation contributes to improving the culture of document management, the legal security of the organization and the effectiveness of administrative activities in general.

As a result of the study, it can be concluded that the hypothesis has been confirmed.

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