

MINISTRY OF EDUCATION & TRAINING
LONG AN UNIVERSITY OF ECONOMICS AND INDUSTRY
PERMANENT TRAINING CENTRE



GRADUATION PRACTICUM REPORT



Practicum site : Thanh Vinh Lawyer Office
Practicum period : September 07th, 2019 to November 24th, 2019
Practicum supervisor : Ms. NGUYEN PHUC DIEN NGOC
Practicum student : Đinh Thị Huyền
Class : 18BAV1

Ho Chi Minh city, November 24th, 2019

ACKNOWLEDGEMENTS

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Moreover, I would like to express my sincerest gratitude to all my lecturers at Long An University of Economics and Industry for their interesting and beneficial lectures without which I would hardly have finished this Graduation Practicum Report effectively.

Finally, I own special thanks to my practicum supervisor for his careful reading of the manuscript, guidance, comments, support, and constant encouragement. If it had not been for this great contribution, I would not have fulfilled this graduation practicum report.

HCM City, November 2019

Đinh Thị Huyền

THE PRACTICUM SITE'S COMMENTS

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Verification from Practicum Site:

Signature :

Full name :

THE PRACTICUM SUPERVISOR'S COMMENTS

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Verification from Practicum supervisor

Practicum supervisor's name :

Practicum supervisor's signature :

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CHAPTER 1: GENERAL INTRODUCTION ABOUT THANH VINH LAWYER OFFICE

1.1. Overview of Thanh Vinh Lawyer Office

Thanh Vinh Lawyer Office was established in 2007, and the head of the office is Mr. Dao Xuan Thanh. The headquarter is at 703 National Road 14, Thanh Binh Quarter, Tan Binh Ward, Dong Xoai City, Binh Phuoc Province. Currently, the Lawyer Office has a branch in Ho Chi Minh City, which is at 65 Nguyen Cu Trinh, District 1, Ho Chi Minh City.

Thanh Vinh Lawyer Office operates under the provisions of article 33 of the 2006 Lawyers on Law, amended in 2012, the lawyer's office is specified as follows:

- A lawyer office is established by a lawyer organized and operated in the form of private business.

The lawyer who establishes the lawyer office is the head of the office and must be responsible with all his/her property for all office's obligations. The Chief of Office is the legal representative of the office.

- The name of a lawyer office is chosen by a lawyer and according to the provisions of the Enterprise Law, but it must include the phrase "lawyer office" and must not be confused or confused with the name of another law-practicing organization. They have been registered for operation and must not use words and symbols that violate the historical, cultural, ethical traditions and fine traditions and customs of the nation.



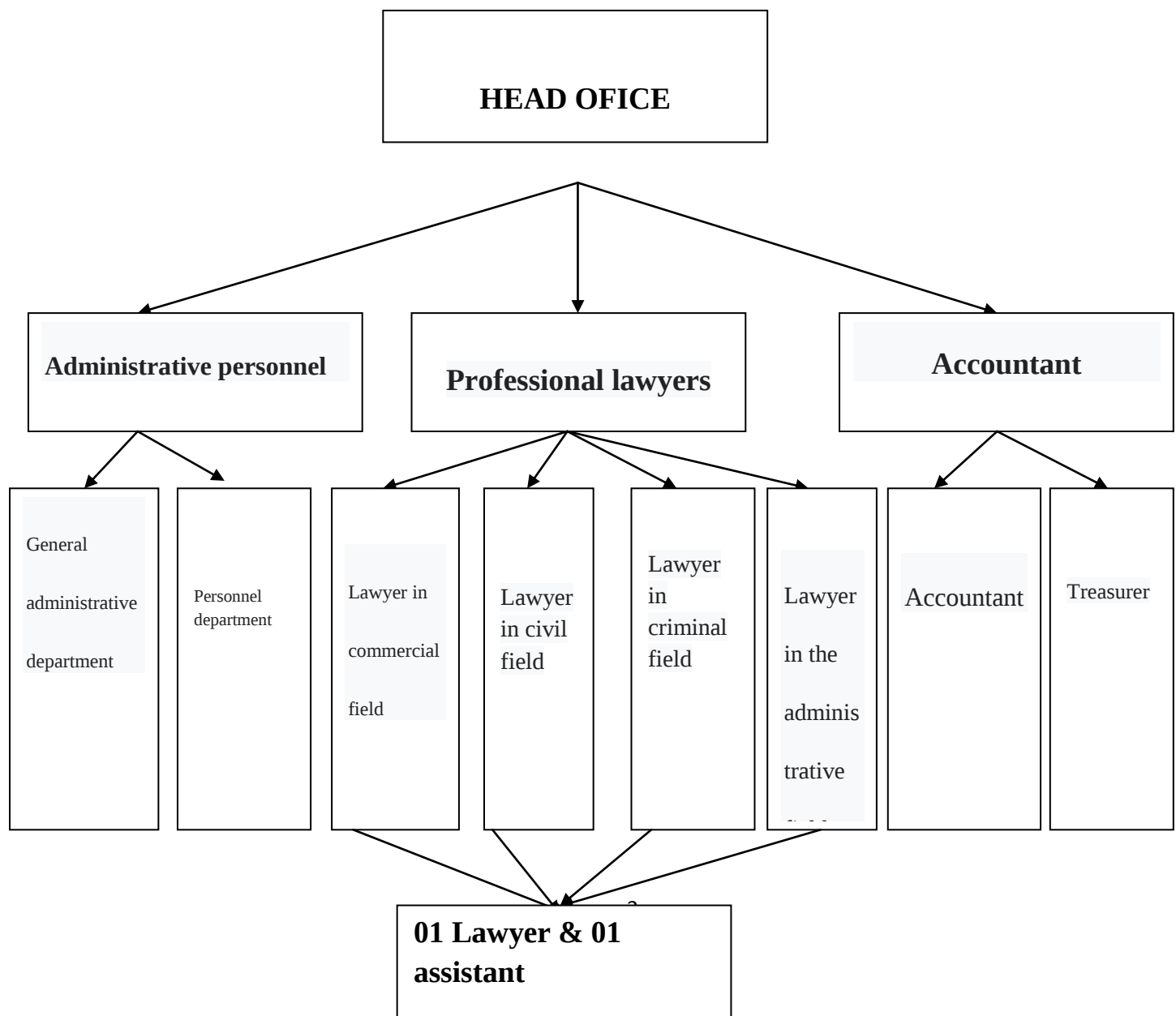
The Thanh Vinh's lawyer's office (Photo taken by the author 11/2019)

1.2. Organizational structure and human resources of Thanh Vinh Lawyer Office

Each branch has: a lawyer; legal experts; accountants and office department. Thanh Vinh Lawyer Office - Ho Chi Minh branch - where I practice - has 22 employees including: Head of office; 4 associates; 8 legal experts; receptionists; accountants and housekeepings.

The office is divided into different sections according to each field of associate lawyers, including commercial, civil, criminal, and administrative. Each lawyer is assisted by two legal experts on the job.

ORGANISATIONAL STRUCTURE DIAGRAM



1.3. Specialized activities and working environment of the workplace

1.3.1. Specialized activities

Thanh Vinh Lawyer Office with a team of experienced and multidisciplinary lawyers can assist clients in many areas such as: civil law consultancy, criminal law consultancy; legal advice on marriage and family; legal advice on labor; legal advice on economics and investment; legal advice on administration; litigation in court ...

However, the office at Ho Chi Minh City branch focuses on investment and commercial business. Besides legal consultancy, the office also participates in litigation at the trial.

The scope of operation of the office includes:

Firstly, participating in the proceedings as defense counsels for the person held in custody, the accused, the defendant or as a defender of the rights of victims, civil plaintiffs, civil defendants, and persons with rights interests and obligations involved in criminal cases.

Secondly, participating in the procedure as a representative or defender of the legitimate rights and interests of the plaintiff, defendant, person with related rights and obligations in civil dispute cases. , marriage and family, business, commerce, labor, administration, civil claims, marriage and family, business, commerce, labor and other matters as prescribed by law.

Thirdly, performing legal advice on law.

Fourthly, representatives in addition to proceedings for clients to perform work related to the law.

Fifthly, provide other legal services in accordance with the law.

1.3.2. Working environment

In terms of facilities, the office is located in the center of the city with spacious and modern facilities, making it easy for me to contact many foreign customers.

Regarding the working environment along with young enthusiastic staffs at work, creating a dynamic working environment. It indicates a professional way and put efficiency first. As a lawyer office, the criterion of compliance with the law is upheld, all office workers are constantly learning, cultivating knowledge and skills to bring customer satisfaction



The corner of the working space of Thanh Vinh's lawyer's office

(Photo taken by the author 11/2019)

CHAPTER 2: THE CONTENT OF INTERNSHIP REPORT

2.1. Internship diary

Weeks	Dates	Specific contents
1	September 15 th ,2019	- Initially having the meeting with the practicum supervisor for the guide of graduation practicum report (G.P.R.). - Exchanging questions and answers on the issues related to G.P.R. - Receiving all the support of materials and documents in regard to the G.P.R. - Questions and answers.
2	September 22 nd ,2019	- Making decisions on the theme of G.P.R. - Finding out about the organization/ institute where the practicum is taking place. - (Making consideration and choices on the observation schedule of English classes.) - Questions and answers.
3	September 29 nd ,2019	- Consulting on procedures for marriage with foreigners. - Finding out about the related legal documents. - Questions and answer.

4	October 6 th ,2010	- Consulting on disputes on commercial contracts involving foreign elements (02 cases). - Finding out about the related legal documents. - Attend an internal office's meeting; - Questions and answer.
5	October 13 th ,2010	- Consulting on disputes on labor contracts involving foreign elements (01 case). - Making a legal consultancy contract in English. - Finding out about the related legal documents.
6	October 20nd ,2010	- Consulting on the registration of business establishment for foreigners (01 case); - Learn related legal documents. - Meeting customers outside the office.
7	October 27nd,2010	- Consulting on the dispute of the contract of sale and purchase of goods involving foreign elements (02 cases); - Finding out about related legal documents; - Questions and answer.
8	November 6 th ,2010	- Completing the report, suggestions and corrections. - Having an internal office meeting.

2. 2. Content of the work to be assigned

While practicing at the Office, I was able to work with legal experts, interact with clients and listen to the exchange between experts and foreign clients.

Besides, I also drafted related documents in English such as: Legal consulting contract; petition; written business cooperation agreement ... After that, I was instructed on how to arrange files and documents.

I also participated in the trial on a case in which the Office signed a customer protection contract.

In addition, during meetings of the Office, or when interacting with foreigners, I can express myself or give advice for studying in English.

2.3. Methods of implementation.

For the assigned tasks, I apply the following methods of implementation:

First, proceed to prepare documents and knowledge related to the internship to have the best basis for the internship.

Second, synthesize the knowledge learned to apply in practical cases at the Office;

Third, after practicing, conduct discussions with experts and lawyers to improve.

Fourth, proactively search, learn, collect documents, documents related to the internship as a source for their own.

2.4. Results achieved through the internship period.

2.4.1. What theories of knowledge have been strengthened.

+ Grammar structure: through communication with customers, sentence structures have been applied and practiced.

+ New words: in the contracting process, there are many new words, especially specialized words that are applied and explored.

2.4.2. What practical skills have been learned.

- Communication skills for foreign customers:

Customers can be foreign individuals or foreign businesses, companies, organizations being established and operating in the territory of Vietnam. Foreign customers are often knowledgeable of the law, have a high level of expertise, management ability and organizational mind. Therefore, their requirements are often clear. Lawyers must show their bravery when working with them, showing knowledgeable about Vietnamese law, reputable and professional attitude as well as protecting the interests of clients in accordance with Vietnamese law. Foreign clients will be satisfied unless the lawyer works through personal experience or takes advantage of acquaintances to go to the back door. To attract foreign clients, lawyers must ensure the following factors:

+ Reputation: As the most valuable medium marketing, the most important factor for customers when they choose consulting lawyers. Creating a good reputation is a lawyer who has a fortune. A law firm or a reputable lawyer is sure to attract the best clients and have the opportunity to participate in the largest transactions. The lawyer will gain more experience and attract more clients.

+ Honest: Never establish a type of sales relationship with customers, must build relationships with customers on the basis of honesty, cooperation, sustainability and mutual benefits. That reinforces your reputation, creates trust for customers and maintains regular customers for you.

+ Patience: Never be impatient, want to create a large customer right away. A regular, large, loyal client must be formed over time. Customers who choose must also

challenge. The effectiveness of the job, professional qualifications, professional ethics, and reputation combined with patience make the success of a lawyer.

- Some office skills, such as:

- + Keeping confidential information: A consulting lawyer can provide clients with the best and most accurate advice, lawyers must have the opportunity to discuss freely with clients about all matters. topics that both sides are interested in. Therefore, certain forms of information between lawyers and clients or with third parties are considered confidential.

- + Keeping the ownership certificates and other papers safe.

In cases where it is necessary to keep the original papers of the litigants, the lawyers must be really careful. Keep those documents only when they are required to be presented to the authorities, after completing the work, they should be handed over to the customer and require the customer notarized copy for when needed. .

- + Manage and preserve records

The case management is largely handled by lawyers. Therefore, when preparing the file should have a separate folder to keep records for the case that the lawyer is doing. Before starting to process a case, the lawyer must make a plan. In that plan, it also includes documents and legal documents that must be included in the process. Documents must be updated as scheduled. Once in hand, the file must be preserved. Keeping records of conversations with customers, relevant agencies, and others. Letters, telegrams ... sent and received should be kept.

- Contract drafting skills in English: contract drafting should take into account customer information, agreed terms, rights and obligations of the parties; contract term and how to resolve disputes if any.

A commercial contract usually includes:

- + Name of the contract (heading)
- + Opening (commencement), date and parties.
- + Recitals/preamble.
- + Operative provisions.
- + Definition articles
- + Consideration articles
- + Applicable law
- + Other operative clauses
- + Testimonium clause

- English presentation skills: when presenting a problem in any language, you need to be well prepared. Especially for foreign customers, you need to prepare more carefully:

- + Understand customers' basic information, if they have been consulted at the office or contacted before measurement.

- + Understand the legal knowledge related to customer requirements. Customers only need lawyers for difficult issues or they do not know the rules, so it is necessary to create trust and credibility with clients when consulting.

- + Must show the gentle attitude, polite, goodwill and willing to listen to customers.

- + If the two parties do not reach an agreement or the customer does not agree to sign the contract, they will keep the attitude cheerful, polite because they can come back when needed.



The working of Thanh Vinh's lawyer's office

(Photo taken by the author 11/2019)

CHAPTER 3: EXPERIENCES AND SOME SOLUTIONS

3.1. Results of the work I have contributed to the internship

- Regarding receiving foreign customers: During the internship, I had contact with 07 foreign customers related to the following specific cases:

- + Advice on procedures for marriage with foreigners (01 case);
- + Counseling on disputes on commercial contracts involving foreign elements (02 cases);
- + Counseling on disputes on labor contracts involving foreign elements (01 case);
- + Consultancy on business establishment registration for foreigners (01 case);
- + Counseling on disputes over contracts on the purchase and sale of goods involving foreign elements (02 cases);

- Regarding making documents: making 3 legal consultancy documents; 02 legal consulting contracts in English

3.2. What practical experiences have been accumulated?

- Firstly, experiencing in contact with customers.
- + If customers contact by phone.

This is quite common because right now, phones are a fast and efficient means of communication. Customers can get our phone numbers through acquaintances, through our old customers or they lose our information in the press. Therefore, they call just need to find out, just nature of exploration. Receiving such phone calls, lawyers must capture the insecurities of the customers, show their enthusiasm and politeness, but must not be too entangled with customer requirements.

First, you must introduce your name, the name of your office / law firm even though the client already knows where they are calling and sometimes even asks to meet in person.

When receiving customers, they must also ask for information about the person they are talking to, whether they are the requestor and the person related to the content of the job. There are cases where the person who is talking to a lawyer is not a requester and has nothing to do with work. Therefore, it is necessary to ask very clearly about the status of the person who is talking to him, the summary of the content of the job and the person who asks for him. From there, you estimate the time spent studying relevant legal documents to make an appointment with the requester, as well as their phone number and contact methods. The information learned will help you prepare for a direct meeting with customers

+ Customers contact you via email:

Email is also an effective means of work between the parties. Although this method of communication takes more time via telephone, in return, it is less expensive and the parties can exchange more information, the information is saved as a basis for a face-to-face meeting. You can find out all the information you want to prepare consulting options. Therefore, this is a preeminent method for cases that do not require too much in terms of time or conditions to regularly check mail and update information.

+ Direct transactions with customers, you need to prepare the following steps:

Step 1: Prepare for the customer reception

With the contact via phone, email, you have a rough idea of the work content and customer requirements. In order to have a high-quality meeting with your clients, you need to have certain preparations.

First, you must re-structure the work content, customer requirements through information provided by the customer, thereby anticipating possible situations, options for consulting customers. Selection.

You need to prepare a number of questions expected to ask customers to clarify the case. Usually, by phone or email, customers only provide information through the information, so they must prepare questions to direct the conversation to the issues they want to exploit. You also need to find legal documents governing the case, prepare to give a list for customers to find out, if necessary can provide documents for customers. In addition, based on the preliminary requirements informed by the client, the lawyer will prepare a fee schedule and a draft legal service contract so that customers can consider signing.

Besides the professional preparation, you also need to prepare the guests such as preparing the location of communication, preparing notebooks, preparing cards to give to customers.

Step 2: Receive customers

In order for the transaction to achieve good results, the usual communication is indispensable, it is the greeting to introduce and give the card to the customer. We need to show them the agenda of the session, the first is the process and method of communication, and also the time that we can receive customers. The agreement from the beginning will help the session is on the right track, the customer will choose the information to provide and exchange with us, not too delude on the marginal content.

Customers will present an overview of the content of the case that was briefly presented to us by phone or email. Depending on the type of cases that need advice and the information that customers provide, we may ask additional questions. For example, customers want us to advise a labor dispute case on their company. In addition to the usual

information, we must ask to determine if the type of matter is required to mediate, if the mediation is agreed, the two sides will accept ... Or with a request to consult the matter regarding administrative issues, we need to ask issues related to customer complaints and administrative complaint settlement.

During the face-to-face meeting, from the customer's clear requests, will determine an exact service fee that discusses always the legal service contract. You must let your customers know about their confidentiality obligations, take notes of important information and mark up unknown matters. If the customer signs a legal service contract, the lawyer will notify the client of the next steps to take to resolve his or her work. If customers still have concerns, lawyers need to answer customer questions about their responsibilities and give customers a period of time to think about options for resolution and consider signing a contract with us.

Whether the client has signed or not signed a contract, we will schedule the next meeting. We will prepare for the next meeting depending on their demands.

Second, the experience makes an impression when the customer consultant is not prepared.

+ Most of clients who come to lawyers are unsettled by the troubles of the case and do not trust the lawyers' ability. Therefore, through the initial contact, lawyers must give clients the impression of a mature, polite, honest, enthusiastic openness and solid knowledge ability.

+ Need to apply their experience to judge the type of customer request, thereby raising the questions that lead to the presentation of the customer in a concise, concise and focused manner. Need to systematize, give customers a number of options on how to solve

the case with cases with many solutions. These offers only help customers choose the resolution plan and request consultation scope.

- + Need to record important content, highlight issues to be clarified. Agreeing on the most convenient method of communication for both parties is extremely important after having a follow-up appointment for the two sides to agree on the fee for consulting, contracting services and lawyers will take steps. next advice.

- + Customers can suggest many different meeting locations, but the lawyer should proceed to meet at his office. This will help you introduce your institution, show serious work, smooth work exchange, ensure quietness and confidentiality.

- + Your outfit must be elegant, neat, polite, not too flashy or showy. The language of gestures must be proper, show professionalism, not too trivial but not too serious, causing unnecessary stress for customers.

3.3. Some solutions and suggestions

During the period of the internship, I would like to suggest some solutions to improve the quality of the internship as follows:

Firstly, Interns should carefully understand the internship units such as functions, tasks, organizational structure, main activities,..., so that they can be pro-active in practice and well-prepared in order to have a good internship process. As myself, I contacted the Thanh Vinh Law Office, Ho Chi Minh Branch before my intership to find out the its address, activities and organizational structure of the office.

Secondly, the trainee will be exposed to reality when practising, so the trainee should prepare the basic knowledge. Each student must be aware that each internship is very important to her/his future. Therefore, students need to try their best to catch up with the work, not just to cope with getting a good review. Otherwise, Students need strong

knowledge in order to work well, which needs to be cultivated throughout the learning process of the previous student. For myself, because the Lawyer Office is specialized in the legal profession, I have to prepare, explore the related legal documents, read the basic legal knowledge to understand by myself, especially about the ability to communicate with foreign customers.

Thirdly, regarding the internship, I realize that improving communication skills with foreigners well, we should:

First of all, you should be master the basic communication knowledge in the learning process, especially the common sentence patterns, paying attention to the sentence patterns used in formal and polite cases.

Second, prepare vocabulary well, especially the vocabulary related to the specialized knowledge. As myself, when I was an apprentice at the Lawyer Office, I had to study legal-related vocabulary through channels like google, youtube, books ...

Third, you must have a positive attitude, pro-active, confident communication. Studying is a good opportunity for us to know, directly contact with foreign customers. So we need to have a confidence but welcoming, happy attitude when meeting customers. Especially in the field of law, when consulting clients with a lot of situations, there are some cases where customers do not agree to use your legal service but you still have to be happy and polite because they will be your customers in the future.

Fourthly, to improve the quality when making English contracts, there should be solutions:

Firstly, quality sample contracts are needed for reference and learning. When I went to practice, I received support from the office about documents and sample contracts for reference. After that, I will learn the good points, the specific things of the law field.

Therefore, it is thought that the institutions people who are practising should create facilities and documents.

Secondly, when writing a contract you must pay attention to the structure, terms and content of the contract. After completion, it is necessary to carefully examine the contents, especially on the rights and obligations of the parties, to prevent cases when disputes happen.

CONCLUSION

During my internship at the Thanh Vinh Lawyer's Office in Ho Chi Minh City, I was acquainted with the work as a legal expert. In fact that I have been exposed to foreign customers, I have learned a lot of valuable experiences about consulting clients, making contracts in English.

Working with foreign customers is not a simple task, it requires basic requirements on foreign language proficiency, mastering specialized knowledge. In addition, it also requires skills such as: communication skills, questioning skills, problem solving skills, skills to capture customer information ... Especially, in the field of law, these skills are extremely important if you want to become a good lawyer.

It is often said that "Knowing a foreign language gives you an new life". Through the internship, I realized the importance of English in life and work, from normal communication to finding materials for studying, drafting documents, contracts. Therefore, learning foreign languages and applying foreign language in life are essential and meaningful to each of us today.

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**LONG AN UNIVERSITY OF ECONOMICS – INDUSTRY
PERMANENT TRAINING CENTRE**

**TABLE TRACKING STUDENTS' WORK WITH
THE PRACTICUM SUPERVISOR**



Practicum supervisor : MA. Nguyen Phuc Dien Ngoc

Workplace : LONG AN UNIVERSITY OF ECONOMICS - INDUSTRY

Practicum student : Đinh Thị Huyền Class: 18BAV1

Weeks	Dates	Specific meeting contents	Practicum Supervisor's signature
1	September 15 th , 2019	- Initially having the meeting with the practicum supervisor for the guide of graduation practicum report (G.P.R.). - Exchanging questions and answers on the issues related to G.P.R. - Receiving all the support of materials and documents in regard to the G.P.R. - Questions and answers.	
2	September 22 nd , 2019	- Making decisions on the theme of G.P.R. - Finding out about the organization/ institute where the practicum is taking place. - (Making consideration and choices on the observation schedule of English classes.) - Questions and answers.	

3	September 29 th , 2019	- Writing the weekly reports. - Completing the index of the G.P.R. - Questions and answers.	
4	October 13 th , 2019	- Writing the weekly reports. - Completing the general introduction to the organization/institute where the practicum is taking place. - Questions and answers.	
5	October 20 th , 2019	- Writing the weekly reports. - Making the outline of solutions to the improvement. - Finding/searching books and other sources to support the solutions for improvement. - Questions and answers.	
6	October 27 th , 2019	- Writing the weekly reports. - Completing the second part of the content of my assignments: carrying out the practical evaluation on the process,... - Composing the solutions to the improvement. - Sharing ideas & exchanging experiences. - Questions and answers.	
7	November 03 rd , 2019	- Writing the weekly reports. - Completing the third part: proposing feasible plans and conclusion. - Sharing ideas & exchanging experiences. - Getting general directions for G.P.R. from the practicum supervisor . - Questions and answers.	

8	November 24 th , 2019	- Completing the G.P.R. - Re-reading the G.P.R. - Submitting the G.P.R. for correcting and marking. - Summing up the practicum round.	
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